

Design Services FAQ



General Questions

Does Lurvey offer installation services?

We do not offer installation services for larger projects but do provide you with the names of pre-approved contractors that you may contact directly to assist you with the installation of your project. For small projects, we do have a contractor that can install your project. Please contact your designer or the Service Counter for more information about this service.

Do you offer discounts on materials purchased, or credits towards materials, when I use Lurvey Design Services?

When you use Lurvey Design services, you will receive a 10% discount on all purchases made through the Garden Center for that project.

Front Yard & Backyard Design Express Services

Should I provide anything other than a plat of survey and pictures?

Especially for a backyard, we will likely need a sketch with dimensions on 8 1/2" x 11" paper, on graph paper, or a pencil sketch written directly on the plat before scanning. Features to measure are walks, stoops, and planting beds (length, depth, and approximate shape). Also, measurements of any existing trees you will be keeping, and approximate placement of shrubs or perennials you plan on keeping. If there are more than 2-3 trees in the area or if there are a lot of curvy bed lines, we recommend the Comprehensive Design Service. Likes, dislikes, and inspirational photos could be included in the text of the email to the designer as well.

Should I connect to the meeting using my phone or a laptop/iPad/PC?

It does not work very well to walk around your yard and show us features with your Zoom Camera during the meeting. The picture distorts too much. The best way to view the meeting is on a large screen inside your house in a comfortable sitting position with minimal glare on your screen.

Can I request to have my meeting done as an In-store meeting?

Please contact the Design Department directly at (847) 824-0756 to request to schedule an in-store meeting.

How do I place an order for material?

Contact your designer by email to begin the order. From the time a customer places an order from a designer-generated quote, a 7-10 day lead time is requested to prepare the order. A completed order may be picked up by the customer, a contractor, or you can choose to have Lurvey deliver it to your home. Please allow up to 48 hours for a response during peak season.

Comprehensive Design Services

What is a “View”?

A “View” is an area to be designed, such as front yard plantings, or plantings for an average-sized back yard (such as a typical Park Ridge or Arlington Heights lot). Larger properties, or corner lots, may be more than one view per area. Hardscapes, such as patios, are also considered views. Simple patios are considered one view. The number of views for a patio is based on complexity and size. A view can also be an element, such as a fireplace, outdoor kitchen, or water feature.

How many views do I need?

Your designer will give you an estimated number of views and the cost of your design before the site visit. During the site visit pricing for the design will be finalized.

If I have more than one View, how many drawings will I receive?

All the views for one property will be on the same drawing, so you will receive one design, regardless of the number of Views.

Do you offer 3-D drawings?

Currently, we do not offer 3-D drawings.

Are Comprehensive Designs in color, or black and white?

Comprehensive designs are now colorized. You will receive both a black and white drawing, as well as a colorized drawing.

What else do I receive with a Comprehensive design besides the drawing?

In addition to digital and hard copies of your completed design, you will also receive a digital plant picture catalog and a written overview of the design.

Can I make revisions to my design?

Yes, minor revisions are included in the design fee. After receiving your completed design, you will meet with your designer to review the design and ask any questions you may have. At that time, you can request minor revisions.