

To: Paula Garrity [REDACTED]
From: [REDACTED]
Sent: Thur 4/12/2012 11:46:02 AM
Subject: Re: Thank you!

Had a super time! And loved the salad (I chowed! You never have to cook when just you and me for sure). Also, your hair looked so good and I should have said something ! After I got home I thought to myself, I net ahe had it done in FL by her old hairdresser!! Really looked pretty:)

I will read both decorator info and give you my opinion!

Sent from my iPhone

On Apr 11, 2012, at 9:06 PM, Paula Garrity [REDACTED] wrote:

[REDACTED]
Great seeing you tonight...check these out and tell me which one you think looks better...curious your take. Here's the first.

Begin forwarded message:

From: Susan Oster [REDACTED]
Subject: Re: Thank you!
Date: April 11, 2012 8:03:49 PM EDT
To: Paula Garrity [REDACTED]

Hello again -

I hope the following makes sense as I just had a large glass of wine with dinner!

The hourly rate is 100 dollars, but i have to be extremely clear here. I work a huge amount of each day, but you are only billed for time I am actively searching for things for you for a half hour or more or when I am in front of you. You will be able to account for all the time, and it does not add up to much, typically. It is a way to cover me if clients decide to do purchasing on their own after doing creative with me first, and also to cover expenses. If you want to shop with me for hours and hours, as some clients in the past have, without making any purchases, then I am covered. However, i really need to impress upon you that this is not a significant amount of billing, typically.

In the beginning, if we are doing drawings and a huge number of creative boards, it may seem like a lot of hours, but those are key to the process, and i'm pretty quick at that too. Once we are up and running, it moves pretty fast.

The "service charge" as I now have to call it, according to my accountant, is 20% but here again, I have to be very clear in making sure you understand that you get 100% of my discount, and the service charge is on the discounted price. Also, you have total access to all of your paperwork - that is you can see my books anytime and may take your receipts with you at the conclusion of the job for reference, so it's all very open-book. Any of my vendors will tell you the real price I pay for anything.

I do not mark up electrical work or plumbing, although I can set it up for you and oversee it if you like, and that is purely for liability reasons.

Let me know if you have any other questions - there are a lot of things to consider, I know!

Best,

sue

On Wed, Apr 11, 2012 at 5:42 PM, Paula Garrity [REDACTED] wrote:

Susan,
Would you mind giving me what is generally your hourly rate and your furniture mark-up again so that I have it for my decision-making process? I know we discussed your furniture mark-up but I did not get your hourly rate. Thanks, Paula

On Apr 10, 2012, at 5:54 PM, Susan Oster wrote:

But thanks for the compliment - quite meaningful!

On Tue, Apr 10, 2012 at 5:54 PM, Susan Oster [REDACTED] wrote:

Oh, three is a lot! I think it will be tough!

On Tue, Apr 10, 2012 at 5:52 PM, Paula Garrity [REDACTED] wrote:

great email...thanks and I will be in touch. BTW...I hope you don't really think I was on a "tour of

designers"...I carefully selected the three best ones in town!!

On Apr 10, 2012, at 3:44 PM, Susan Oster wrote:

I was going to send you a note this evening. Such a pleasure to meet you - you are refreshingly open and down to earth. I LOVED all your tear sheets that you had pulled out, and i think i understand your style, if not yet the house.

Thanks so much for including me on your "tour of designers" - I appreciate it very much. I know this much for certain, you will love living in New Canaan more and more each passing year. Best of luck with your decision making - we would love to work with you.

Best and thanks again

Sue Oster

On Tue, Apr 10, 2012 at 1:25 PM, Paula Garrity

 wrote:

Susan,
I just wanted to tell you thanks for meeting with me yesterday. I know it took a chunk out of your busy day so I appreciate it very much. I have one additional interview scheduled for Thursday and then I will make a decision.

Thanks again,
Paula Garrity