

CONCIERGE SHOPPING
project coordination

DirectBuy[®]

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project coordination



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1.800.647.6733
myproject@directbuy.com

Have a home improvement project in mind?

6 SIMPLE STEPS OF PROJECT COORDINATION

STEP 1:

LET'S GET STARTED

First, you will receive an email from a DirectBuy project coordinator who will introduce themselves, include their direct contact information, and provide several items for you to review.

STEP 2:

LET'S CHAT

When you email your completed project worksheet with existing photos and/or plans of your space, a Project Coordinator will set up a one-on-one phone call to go over the items received in the introduction email along with a full project overview.

STEP 3:

LET'S PLAN

Once you've connected with your Project Coordinator, you'll receive a project packet containing project related documents.

STEP 4:

LET'S ORDER

After your final merchandise decisions have been made, we will place your orders for you. Your project coordinator will provide you with a room board including, model numbers, prices, and corresponding purchase orders.

STEP 5:

LET'S CHECK IN

You will receive frequent updates from your Project Coordinator on shipping status for your orders. These updates will be sent to you via email when they become available.

STEP 6:

LET'S SEE

Now sit back, relax, and enjoy your new space! A follow-up email will be sent for you to share your experience and photos on the completion of your project.

contact a
Project Coordinator

Tell us what you need help with,
and we'll be in touch
to help you get started.

Phone: 1.800.647.6733
Email: myproject@directbuy.com

Hours:
Monday & Tuesday: 8 am - 9 pm
Wednesday: 8 am - 5:30 pm
Thursday & Friday: 8 am - 9 pm
Saturday & Sunday: 9 am - 5 pm

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Don't know where to start, or just need some help?

Our Concierge Shopping Project Coordinators will guide you through your projects from inception to completion. They will assist with your project scope, including inspiration, layout, design, shopping, ordering, and delivery, right from your own home.

From appliances to lighting fixtures, color palettes to fabric samples, our project coordinators have the experience and tools to guide the transformation of your home, big or small. From remodeling your living room to creating an outdoor kitchen or building a new house from the ground up, let our Project Coordinators help make your home projects come together.



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