



DETAILS & FAQ

about the Watertree Auction & Open House hosted by Charbonneau Interiors

We know you probably have a few questions about our Auction and Open House - after all, this is the first time we've hosted events like these! We want to make this entire experience as effortless, easy, and as fun as possible. If you have a question that isn't answered in the below FAQ, feel free to reach out to us at Connect@CharbonneauInteriors.com!

How do I participate in the auction?

To participate in our Watertree Auction, all you'll need is your phone or your laptop and be a local resident of The Woodlands. Visit our online shop, CharbonneauStudio.com, and navigate to "Create an Account" in the top right corner on your computer, or in the side menu on your phone. Once you've created an account, you'll be able to bid on auction items. Then, browse all the items we have available in our Auction through the "Watertree Auction" tab in our navigation menu.

Once the auction opens on July 20th, go to www.CharbonneauStudio.com and find the "WATERTREE AUCTION" button in our navigation menu. The auction will be open until August 7th.

Who can participate in the auction?

Kindly note that this auction is only open to our neighbors and friends in The Woodlands and in surrounding areas and will be held completely online, with all items only available for local pick-up from our Studio storefront at 11200 Cox Road Suite F in Conroe, Texas 77385. The Auction will run from July 20th to August 7th. It is up to the winners of each item to coordinate pickup.

Do I have to go to the Open House to participate in the Auction?

Not at all! The Open House is an event where you'll be able to see our work in person, talk with our team, and see the furnishings and selections in person as you browse throughout the home.

I'm planning on stopping by! What do I need to bring to the Open House?

Just yourself and your face mask - we can't wait to see you!

Where did the items in the auction come from?

The items available in our Watertree Auction were thoughtfully sourced from some of our favorite vendors, trusted partners, and our own online shop collection as part of the real estate staging process for our Watertree project, now available on the market. From the furnishings to the art hung throughout the home, our design team's vision was to represent a reflection of the future life that will be lived in our Watertree Home project – and now, you can bring a piece of that vision into your own home with these auction items.

Can I see the auction items in person?

The items available in our Watertree Auction will be available for an exclusive pre-sale sneak peek on Saturday, July 18th during our Design Renovation Showcase at our Watertree Project home. Mark your calendar for July 18th from 1 – 4 p.m. at 2 Watertree Court in The Woodlands, Texas!

How do I know if I won something?

Throughout our Auction process, you'll receive notifications to the email you used to sign up for your account with our online shop, Charbonneau Studio. You'll receive confirmation for when you place a bid, time reminders throughout the auction term, as well as if you have won or lost out on an item once the auction closes. There are two ways to see if you've won an item at the close of the auction.

First, you'll receive an email from us confirming you've won an item with a link to check out. Just click this link to provide payment details and pick-up arrangements, and you're all set! Second, you can sign into your account with Charbonneau Studio, where there will be a section on your account page for auction items you've placed bids on. If you've won, there will be a link that says "Check Out" to complete your purchase.

When do I pick up the items I win?

If you've won an item from our auction, once you check out to complete your purchase, our team will coordinate with you on when to pick up your items. ***Please note that all pick-ups will only be available upon de-staging of the home, depending on when the home sells.***

How do I pick up the items I win?

Items from our Watertree Auction are only eligible for local pick up from our Studio at 11200 Cox Road Suite F, Conroe, Texas and you must arrange for your own transportation of the items, whether it be for a sofa or a piece of art. Because many of the items in our auction are large furnishings (and might require special transportation), our Expeditor will coordinate with you to provide a list of partners we trust who can help move any large item you've won from our Studio to your home.

What is the Watertree project?

“Each piece in this home should be welcoming, beautiful, and with high quality craftsmanship - I want this home to be a reflection of a life lived with ease and peace.” This was Nancy Charbonneau’s vision for our Watertree Project, a home she designed, renovated, sourced, and staged to be sold on the real estate market alongside prominent Woodlands builder, Bill Hughes.

And quite a renovation it was – what was once a 1980s home filled with dark wood features and a closed-off floorplan is now an open, light-filled, functional family home, with a completely repurposed layout. Together, Charbonneau Interiors and Bill Hughes brought new life back into this retired property, from revitalizing the original millwork, reimagining the square footage, to the intentional staging selections.

And now, you can bring home a piece of Nancy’s vision with our Watertree Auction of furnishings and decor. Throughout the Watertree home, you’ll find furnishings and décor that were carefully collected and thoughtfully sourced by our Charbonneau Interiors team, all with the intention of creating the feeling of a beautiful, peaceful, and joyful life.

All of these staged selections, from furnishings to accessories, will be available to purchase as part of our Watertree Auction collection, with a portion of the proceeds benefitting a few local organizations that we love and support in our community.

