



HASTINGS
bath collection

Case Study:

A VOLA Revelation Transforms a New York Remodel

Background

A Creative Homeowner Prioritizes Design Details

Homeowner Linda K. was managing her own home renovation in New York. The primary bathroom needed a full remodel and her daughter's bathroom could benefit from a few small updates, such as replacing the tub with a shower and upgrading the fixtures.

With deep experience in the luxury industry, Linda was well-versed in creative decision-making. Because of this background, she knew that the seemingly small details can have the most significant impact on a space and contribute to a luxury experience. However, through her renovation, she discovered that very few companies share her nuanced perspective when it comes to design.

"Hastings gave me all of the permutations and configurations that I would not have considered when designing my VOLA fixtures."



Challenges

The Struggle to Source Simple Solutions

Linda was looking for something minimal and quickly realized that this is surprisingly difficult to find in today's market. She also sought balance between luxury and sustainability—the perfect marriage of form and function. With a budget in mind and a background in the luxury industry, Linda was confident undertaking the renovation on her own. However, she felt limited because many brands and dealers only work with professionals and don't provide access to homeowners.

Solutions

The Unveiling of VOLA

Linda learned about VOLA from a friend doing his own renovation and was immediately interested because she was looking for solutions that produce minimal waste. She knew she wanted VOLA. For life.

This discovery brought her to Hastings—the exclusive importer and distributor of VOLA products in the U.S. and Canada. Linda appreciated that the Hastings team worked closely with her throughout the design process, providing guidance and professional advice at every step. She started with a plan to design VOLA shower systems for the two bathrooms. Because she loved the look and wanted to coordinate throughout the space, she also tailored wall-mounted faucets, tap handles, and a toilet roll holder to carry the minimal theme.



Results

An Experience Worth the Investment

Although the project ended up over budget, it was worth it. Linda's bathroom renovation is well underway, and Boni in the showroom is still working with her on the details. She even sent Linda a video to demonstrate the functionality of the magnetic soap dish. This visual aid helped Linda see the possibilities after purchase and perfectly matched her visual learning style.



“The Hastings team has gone the extra mile, overnighting parts for free when the installation crew accidentally broke them and providing an additional part for the hand shower to reduce flow based on Linda’s preferences.”

The Future

Hastings and VOLA Have Become Trusted Resources

The above-and-beyond attitude Hastings brought to the project will keep Linda coming back as her needs evolve. Whether she needs help personalizing towel rails that match the fixtures or specifying more accessories to enhance the space, she'll turn to Hastings as her go-to resource for guidance.

“There are very few companies that have this level of understanding and appreciation for design and function. If I had found Hastings sooner, I would have done more with them.”

Just like her friend did for her, she will also recommend VOLA products to others because she is so impressed that they deliver on form and function with mindful manufacturing at the forefront.

What would she tell others who are thinking of working with Hastings? *“DO IT—I would recommend Hastings to ANYONE looking to update their bathroom.”*



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