

stevenson vestal

Getting to Know Us

Online Tools & Communication via email: Quotes,
Materials Received, Status Letters, Order Q&A's

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Visit our website at stevensonvestal.com for a virtual tour of our workroom in Burlington, North Carolina.

Welcome

FUNCTION AND BEAUTY

Stevenson Vestal is a family-owned business, handcrafting soft goods for designers up and down the East Coast and across the U.S. since 1985.

From window treatments including Draperies to Roman Shades, Cornices to Throw Pillows, soft goods are essential to timeless design catered to each individual space and style.

As a custom workroom, each product is truly one-of-a-kind, made-to-order with unique fabrics, measurements, and accents, for something the world has never seen before.



HANDCRAFTED PRODUCTS

We handcraft a full range of custom window treatments and bed coverings:

- **Functional Window Treatments:** Draperies, Shades
- **Decorative Window Treatments:** Shade Toppers, Valances, Swags & Cascades and Cornices
- **Bedding:** Headboards, quilted Bedspreads, Duvet Covers, Dust Ruffles, Pillow Shams
- **Accessories:** Pillows with down forms, Cushions, Table Skirts

HIGH QUALITY, NO SURPRISES

Each order is handled with care from start to finish. Every customer receives a dedicated customer service representative to assist with pricing and quoting C.O.M. yardage.

Our representatives have years of experience and offer guidance step-by-step to discuss your design ideas and bring your vision to reality. Our skilled local artisans work alongside our office staff, which allows for excellent communication, streamlining the process of creating custom soft goods without limiting your creativity!



LONGEVITY, DEPENDABILITY

In 1985, Dave Stevenson and Bill Vestal purchased a small retail drapery workroom from Pete and Betty Smith. At the time, Smith Draperies had been in existence for a quarter-century, stretching back to 1960. Under their leadership, the company has grown to become a regional ship and deliver workroom with a national reputation for extraordinary quality, service, and dependability. In 2012, Dave Stevenson became sole owner of Stevenson Vestal. Dave's background includes a degree in mechanical engineering from Virginia Tech and an MBA from Purdue University. We look forward to the future, and finding new and exciting ways of delighting our customers. As Dave likes to say, "There is no end to innovation."

Communications

FRIENDLY, FOCUSED, ORGANIZED

After opening an account with us, we'll pair you with your very own personal Customer Service Representative. Every time you call you will always hear that familiar voice on the phone, ready for a friendly and focused conversation about your latest quote request, design choice, or ship date status.

We also have a time-tested process in place to work smoothly behind the scenes and complement this human interaction:

- Your CSR will respond to your written requests with formal **Quotes** showing price and yardage details. Most quotes are returned within hours on the same business day.
- Your CSR will also alert you to any questions, concerns, shortages, or incompleteness of your work orders with our **Q&A form**.
- Automated email **Status Letters** with colorful icons and product drawings will keep you informed in an intuitive, visual way, but won't overload you with too much information.
- Our **Publications** provide visually-oriented assistance and useful information to support you in selling custom soft goods. We think you'll see a clear advantage to working with our Price Catalog, Designer Guide, Design Sheets, Working Measurement sheets and more.

SV Daily Status Letter		2/27/2020		page	
<p>We can't wait to bring your designs to life! Find window treatment design tips & trends on our website at stevensonvestal.com/blog</p> <p>Download our new 2020 Price Catalog at stevensonvestal.com/price-catalog with the password: Stevenson Vestal, 2347 Harford Rd., Burlington, NC 27215 --- phone: 800-535-3636 --- fax: 800-533-6861 For personal assistance contact: Crystal Poliflet, 800-535-3636 x223, cpoliflet@stevensonvestal.com</p>					
Updated TODAY	order: 5071957 item: 641790 po: 267-408	BARKER DR 3 pairs Flat Panel with Buckram Drapery made from: CREAM SILK			Shipped UPS: 1/19/2016 #122092320361486266
New TODAY	order: 5072278 item: 642409 po: 410-303	FOLSOM LR 1 pair Inverted Box Pleat Drapery, Lined made from: 521418 EMPRESS			Projected to ship: 2/1/2016
Updated This Week	order: 5071971 item: 641794 po: 267-408	HIGGONS FAMILY 1 pair Pinch Pleated Drapery, Lined made from: ASST. TONE ON TONE			Projected to ship: 1/28/2016
	order: 5071146 item: 639942 po:	MCKEAN GUEST 4 pairs Pinch Pleated Drapery, Lined made from: VIONNET.1			Questions delay
	order: 5070043 item: 637721 po:	QUINN MBR 1 H30 Headboard, Queen made from: NURA CIEL			Projected to ship: 1/28/2016
New TODAY	order: 5070043 item: 637723 po:	QUINN FOYER 1 Casual Roman Topper made from: ABSTRACT BLACK			Projected to ship: 2/1/2016
	order: 5070043 item: 637727 po:	QUINN LIVING 1 Custom Table Skirt (hr) made from: COTTON			Materials delay

The SV automated email Status Letter communicates just what you need to know.

Learn about our communication tools

Visit stevensonvestal.com/blog-post/learn-how-to-place-an-order-with-us to find out more!

Draperies on this right column are functional (able to traverse), or able to remain stationary.

About width coverage for 3 prong pleats at 2.5x fullness:
 1 width pleats to ~ 20", 1.5 widths pleats to ~ 30" (54" fabric)

Pinch Pleated Draperies Three finger pleats, tacked at base of header.		\$ per width
Top Tacked Draperies Three finger pleats, tacked at top of header.		\$ per width

The SV Price Catalog is carefully organized to help you make clear product comparisons.

Samples of Communication Tools

<h2 style="margin: 0;">SV Quote</h2> <p style="margin: 0; text-align: right;"># 5092205</p>	<p>For: Master Interiors, Inc. Client: Workman Attention: at MII</p> <p style="text-align: right;">2/27/20 page 1</p>	
<p>This quote, based on the most current information, expires: 5/26/2020 To convert this quote to an order, initial your approval by each item and authorize here. If you have a change, please request a revision.</p> <p>Proceed with order: _____ <i>Signature</i></p> <p>PO (optional): _____ Date: _____</p>		<p>labor and fabric: \$\$\$\$\$\$ shipping: \$\$\$\$\$\$</p> <p style="text-align: right;">WHOLESALE Total: \$\$\$\$\$\$</p>
<p>item: 666369 room: Guest Bath</p>  <p style="text-align: center;">32 face width x 18 finished length x 5.5 projection</p> <p># widths 1.50</p>	<p style="text-align: center;">1 Seaforth Valance</p> <p>labor: \$ base labor 3 foot @ \$ = \$ interlined 3 foot @ \$ = \$</p> <p>materials: \$ face, 1.75 yds (54x7.75) CR-1489 Sky lining, 1.5 yds (54x) SatinBlend, White @ \$ = \$ interlining, 1.5 yds (54x) Flannel Interlining, White @ \$ = \$</p> <p>shipping: \$</p>	<p style="text-align: right;">Approval: _____</p>
<p>item: 666370 room: MBR Door</p>  <p style="text-align: center;">width n/a x 98 finished length x 3.5 projection</p> <p># widths L — # widths R 1.00 1.00</p>	<p style="text-align: center;">1 pair Top Tacked Drapery, Lined</p> <p>labor: \$ base labor 2 width @ \$ = \$ interlined 2 width @ \$ = \$</p> <p>materials: \$ face, 6.5 yds (54x9) TF-Zaria Orchard lining, 6 yds (54x) SatinBlend, White @ \$ = \$ interlining, 8 yds (54x) Flannel Interlining, White @ \$ = \$</p> <p>shipping: \$</p> <p>comments: You'll need 12 rings for this pair, not including returns.</p>	<p style="text-align: right;">Approval: _____</p>
<p>item: 666371 room: MBR</p>  <p style="text-align: center;">width n/a x 98 finished length x 3.5 projection</p> <p># widths L — # widths R 2.00 2.00</p>	<p style="text-align: center;">1 pair Top Tacked Drapery, Lined</p> <p>labor: \$ base labor 4 width @ \$ = \$ interlined 4 width @ \$ = \$</p> <p>materials: \$ face, 13 yds (54x9) TF-Zaria Orchard lining, 12 yds (54x) SatinBlend, White @ \$ = \$ interlining, 12 yds (54x) Flannel Interlining, White @ \$ = \$</p> <p>shipping: \$</p> <p>comments: You'll need 22 rings for this pair, not including returns.</p>	<p style="text-align: right;">Approval: _____</p>

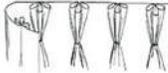
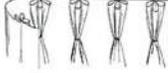
Samples of Communication Tools

Daily Materials Received	2/27/2020 MMI, Master Interiors, Inc	page 1	
Here is your early notification of materials our Receiving Team checked in today, categorized as Matched To Order, Matched To Quote, or Unmatched (not yet associated with a quote or an order). No response is required. <i>Thanks for your partnership in custom soft goods! — Your Stevenson Vestal Team</i>			
Stevenson Vestal, 2347 Hanford Rd., Burlington, NC 27215 --- phone: 800-535-3636 --- fax: 800-533-6881 For personal assistance contact: Crystal Polfliet, 800-535-3636 x223, cpolfliet@stevensonvestal.com			
	MATCHED TO ORDER: 5069933	Palamone	PRE-MADE CORNICE FRAME
	MATCHED TO QUOTE: 5072122	Porter	13.875 yards A4240 SNOW width: 57.25 repeat: 0
	MATCHED TO QUOTE: 5072122	Porter	18 yards A4257 PARCHMENT width: 56.25 repeat: 6
	UNMATCHED	DUKES	4.25 yards QUILL FANCY LINEN width: 53 repeat: 25.50

Samples of Communication Tools

SV Daily Status Letter		2/27/2020	page 1
<p>We can't wait to bring your designs to life! Find window treatment design tips & trends on our website at stevensonvestal.com/blog</p> <p>Download our new 2020 Price Catalog at stevensonvestal.com/price-catalog with the password: Stevenson Vestal, 2347 Hanford Rd., Burlington, NC 27215 --- phone: 800-535-3636 --- fax: 800-533-6881 For personal assistance contact: Crystal Polfiet, 800-535-3636 x223, cpolfiet@stevensonvestal.com</p>			
Updated TODAY	order: 5071957 item: 641790 po:	BARKER DR 3 pairs Flat Panel with Buckram Drapery made from: CREAM SILK	 x 89  Shipped UPS: 1/19/2016 #1Z2092320361486286
New TODAY	order: 5072278 item: 642409 po: 410-303	FOLSOM LR 1 pair Inverted Box Pleat Drapery, Lined made from: 521418 EMPRESS	 x 96  Projected to ship: 2/1/2016
Updated This Week	order: 5071971 item: 641794 po: 267-408	HIGGONS FAMILY 1 pair Pinch Pleated Drapery, Lined made from: ASST. TONE ON TONE	 x 99  Projected to ship: 1/28/2016
	order: 5071146 item: 639942 po:	MCKEAN GUEST 4 pairs Pinch Pleated Drapery, Lined made from: VIONNET.1	 x 98.5  Questions delay
	order: 5070043 item: 637721 po:	QUINN MBR 1 H30 Headboard, Queen made from: NURA CIEL	 62 x 60  Projected to ship: 1/28/2016
New TODAY	order: 5070043 item: 637723 po:	QUINN FOYER 1 Casual Roman Topper made from: ABSTRACT BLACK	 83 x 28  Projected to ship: 2/11/2016
	order: 5070043 item: 637727 po:	QUINN LIVING 1 Custom Table Skirt (hr) made from: COTTOM	 36 x 30  Materials delay

Samples of Communication Tools

SV Q&A	order # 5091728	2/27/2020	page 1
	client: Huffman	MMI, Master Interiors, Inc	
Attention:			
Visit our YouTube channel to find out more about our products and communication tools!		This order is on hold, but we can get it back on track! Write your answers, initial your approval, and return this form, or call for assistance.	
Stevenson Vestal, 2347 Hanford Rd., Burlington, NC 27215 --- phone: 800-535-3636 --- fax: 800-533-6881			
For personal assistance contact: Crystal Polfliet, 800-535-3636 x223, cpolfliet@stevensonvestal.com			
item: 642331	2 pairs Pinch Pleated Drapery, Lined		
	Q: We are short 3 yards of Bristol Snow due to a flaw (dirt mark) that we cannot work around.	A:	
x 107	However, we can make the fabric work if we pillowcase the top.		
room: FAMILY ROOM	Please advise.		
entered by:		Approval: _____	
item: 642334	2 pairs Pinch Pleated Drapery, Unlined		
	Q: See question on 1st ticket.	A:	
x 107			
room: FAMILY ROOM			
entered by:		Approval: _____	
item: 642335	1 pair Pinch Pleated Drapery, Unlined		
	Q: See question on 1st ticket.	A:	
x 107			
room: FAMILY ROOM			
entered by:		Approval: _____	

Samples of Communication Tools

SV Open Quotes		2/27/2020	page 1
		For: MMI — Master Interiors, Inc	
<p>Here is a friendly reminder! Every month at this time we will send you this list of your active quotes. Quotes that do not become orders will expire and fall off this list automatically after 90 days. No response is required.</p> <p><i>Thanks for your partnership in custom soft goods! — Your Stevenson Vestal Team</i></p> <p>Stevenson Vestal, 2347 Hanford Rd., Burlington, NC 27215 --- phone: 800-535-3636 --- fax: 800-533-6881</p> <p>For personal assistance contact: Crystal Polfiet, 800-535-3636 x223, cpolfiet@stevensonvestal.com</p>			
quote #: 5071516 item #: 640851 requested by: Jeff	Bolster 1 Bed Bolster, Full made from: Unknown	 48 x 10	item subtotal: \$ quote total: \$ expires on: 2/23/2020
quote #: 5070685 item #: 639029 requested by: Lindy	Smith 2 panels Inverted Pinch Pleat Drapery, made from: Carole Fabrics Garamond	 89 x 126.5	item subtotal: \$ quote total: \$ expires on: 1/14/2020
quote #: 5070685 item #: 639031 requested by: Lindy	Smith 1 pair Inverted Pinch Pleat Drapery, made from: Carole Fabrics Garamond	 93.5 x 126.5	item subtotal: \$ quote total: \$ expires on: 1/14/2020
quote #: 5070923 item #: 639482 requested by: Jasmine	McIntosh 1 Reversible Coverlet, King made from: Kravet Sarsota 32339/110	 100 x 110 x 0	item subtotal: \$ quote total: \$ expires on: 1/25/2020
quote #: 5070923 item #: 639484 requested by: Jasmine	McIntosh 1 Pleated Tailored Dust Ruffle, King made from: Seascapes 20070/01 Stripe	 78 x 80 x 15	item subtotal: \$ quote total: \$ expires on: 1/25/2020

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Ordering Guide

Placing an order or requesting a quote with our signature workroom form, Sending your order

Tab 2

Write an Order or Request a Quote..... 2

Sending Your Order..... 4

The image shows a detailed 'SV Workroom Form' for ordering window treatments. It includes sections for:

- Customer Information:** Date, customer code, company name, client ID, and primary shipping address.
- Order Details:** Order type (quote request or order), SV quote #, purchase order #, and ordered by.
- Product Selection:** Checkboxes for Accessories, Bedding, Corncices, Draperies, Festoons, Shades, and Valances, each with a small diagram and a reference number (e.g., 1, 12).
- Product Specifications:** A section to complete product name from the SV Price Catalog, with checkboxes for lined, unlined, and unlined/substrated options.
- Dimensions and Options:** Fields for face width, pocket, mid point, bedding drop, fullness, and split style.
- Materials Table:** A table with columns for material name, describe use on product/fabric orientation, fabric width, pattern repeat, and # yards. Rows include face, accent 1, accent 2, lining, and interlining.
- Image Placeholders:** Three boxes for FACE FABRIC IMAGE, ACCENT 1 IMAGE, and ACCENT 2 IMAGE.

Download the form & our signature product line drawings from the ACTIVE CUSTOMERS page of our website at

stevensonvestal.com/active-customers



The 3 Steps to Placing an Order or Requesting a Quote

1 Review the SV Specifications for your product as found in the Price Catalog.

2 See the Visual Key on the Workroom Form for required information.

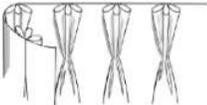
Pleated Draperies with 5 pleats per whole widths, Shared Specifications 2 pleats on half widths. Buckram in heading, pinned at 0.25" Projection: 3.5", Overlap: 3.5"

Draperies on this right column are **functional** (able to traverse), or able to remain stationary.



About width coverage for 3 prong pleats at 2.5x fullness: 1 width pleats to ~ 20", 1.5 widths pleats to ~ 30" (54" fabric)

Pinch Pleated Draperies Three finger pleats, tacked at base of header.



\$ per width

Draperies



1, 9, 11, 12 (stationary side panels)

1, 2, 11, 12 (traversing panels)

3 Specify your product on the Workroom Form.

Add **background information** here

Check quote request or order.

Specify your product here

This is where you'll add the required information as indicated in the Visual Key such as the complete product name, face width, finished length, and # products.

Side Panels vs. Full Coverage

This example is for Side Panels. For Full Coverage Draperies, you would specify face width, but leave # widths left and right blank.

For all products, the Visual Key is your guide to required information.

Place fabric details here

Optionally, attach a swatch or color scan of your fabric at the bottom.

We'll fill in the rest

This example has "lined and interlined" checked, but the specific fabrics are not specified. No problem! We'll use our default SatinBlend White and SV Interlining.

Keep it simple and rely on our specs!

SV Workroom Form Please use a separate form for different products. Complete the numbers corresponding with your selected product to proceed. We will use SV Price Catalog specifications unless indicated otherwise.

date 1/27/2020		customer code BDFY	primary shipping address	
quote request <input type="checkbox"/> OR order <input checked="" type="checkbox"/>		company name Best Designs For You		
SV quote #		client/job Smith Residence		
purchase order #		ordered by Debra Jones	room Guest BR	

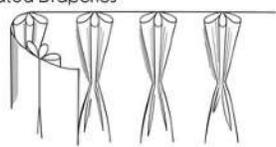
Accessories	Bedding	Cornices	Draperies	Festoons	Shades	Valances
						
1, 12	1, 6, 8, 12	1, 2, 12	<input checked="" type="checkbox"/> 1, 9, 11, 12 (stationary side panels) <input type="checkbox"/> 1, 2, 11, 12 (traversing panels)	1, 2, 12	1, 2, 11, 12	1, 2, 12

1. complete product name from the SV Price Catalog **Pinch Pleated Draperies**

lined interlined unlined seamless railroaded

10. projection	2. face width	comments:	
	3. header		
	4. pocket		
	5. mid point		
11. finished length 90.5"	6. bedding drop		
	7. fullness		
	8. quilt style		
9. # widths (left) 1.5	# widths right 1.5		
12. # products 2 pairs			
<small>(if draperies, please specify here with # of drapery PAIRS or # of PANELS)</small>			

image: **Pinch Pleated Draperies**



materials	name	describe use on product / fabric orientation	fabric width	pattern repeat	# yards
face	Moss Green Print		54"	27"	18
accent 1					
accent 2					
lining					
interlining					



FACE FABRIC IMAGE



ACCENT 1 IMAGE



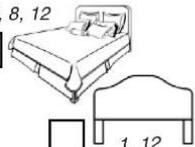
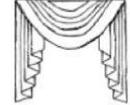
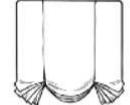
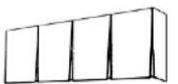
ACCENT 2 IMAGE

(SV use)
Copyright © 2020 Stevenson-Vestal

SV Workroom Form

Please use a separate form for different products. Complete the numbers corresponding with your selected product to proceed. We will use SV Price Catalog specifications unless indicated otherwise.

date	customer code	primary shipping address
quote request <input type="checkbox"/> OR <input type="checkbox"/> order	company name	
SV quote #	client/job	
purchase order #	ordered by	room

Accessories  <input type="checkbox"/> 1, 12	Bedding <input type="checkbox"/> 1, 6, 8, 12  <input type="checkbox"/> 1, 12	Cornices  <input type="checkbox"/> 1, 2, 12	Draperies  <input type="checkbox"/> 1, 9, 11, 12 (stationary side panels)  <input type="checkbox"/> 1, 2, 11, 12 (traversing panels)	Festoons  <input type="checkbox"/> 1, 2, 12	Shades  <input type="checkbox"/> 1, 2, 11, 12	Valances  <input type="checkbox"/> 1, 2, 12
---	---	---	---	--	---	---

1. complete product name from the SV Price Catalog

lined OR lined and interlined OR unlined seamless railroaded

10. projection	2. face width
	3. header
11. finished length	4. pocket
	5. mid point
	6. bedding drop
	7. fullness
	8. quilt style
	9. # widths (left) # widths right
12. # products	
<i>(if draperies, please specify here with # of drapery PAIRS or # of PANELS)</i>	

comments:

image:

materials	name	describe use on product / fabric orientation	fabric width	pattern repeat	# yards
face					
accent 1					
accent 2					
lining					
interlining					

FACE FABRIC IMAGE

ACCENT 1 IMAGE

ACCENT 2 IMAGE

Sending Your Order

GUIDELINES

Customer Assistance

Your Customer Service Rep is available from 8:00 AM to 4:30 PM Eastern time, Monday through Friday. You may also email or fax your CSR at any time.

We will share contact information for your CSR through our Account Confirmation document, which also indicates the basic account information we have recorded for your business. Just ask if you need to see this important information summary.

Sending Your Order

Ideally, send your work orders with all of your fabrics at the same time to avoid delays. We also accept work orders by email or fax, separate from fabrics, but please avoid sending duplicate copies of your work orders.

Ship to:

2347 Hanford Rd., Burlington NC 27215

Mail to:

PO Box 310, Burlington NC 27216

Change Orders

We will do our very best to accommodate any changes you need to make to your order in progress, but bear in mind that we cut fabric at an early stage after the order is released to the workroom. Changes made after an order has been placed will incur a processing charge.

Fabric Flaws and Scrap Fabric

We inspect your fabric for flaws, print problems and dye lot variations. Please choose suppliers who stand behind the quality of their materials. Send just the yardage required. You may request that we return scrap fabric. Or, we invite you to donate your leftover fabric to benefit SV charitable activities.

Visit stevensonvestal.com/blog-post/have-you-used-our-signature-workroom-form for helpful tutorial videos and ordering tips!



Stevenson Vestal Pickup and Delivery Service

We operate our own network of vans and trucks for weekly pickup and delivery service to many locations in NC, VA, MD and DC Metro.



UPS and Common Carrier Shipments

For ship customers most products will go UPS. When dimensions exceed the UPS limits, we send large products such as oversize cornices and the largest-sized headboards by common carrier.

Return Authorization and Alterations

We will fast-track all alterations regardless of fault. Notify your CSR promptly. Send products back for rework with the Return Authorization number issued by your CSR. We will make every effort to satisfy you and your client.

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Product Catalog

Wholesale & Retail Markup Versions
(2x, 2.25x, 2.5x, 2.7x markup) are also available online

Tab 3

A	Accessories	2-3
B	Bedding & Headboards	4-6
C	Cornices & Lambrequins	6-7
D	Draperies	8-10
F	Festoons & Cascades	11
S	Shades & Shade Toppers	12-13
V	Valances	14-15
	Linings, Shipping	16
	Workroom Form	17

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2020 Catalogs are now available!

Access our catalogs in 3 easy steps.

1. Visit our [Active Customers](#) page
online at stevensonvestal.com/active-customers

ACTIVE CUSTOMERS

2. Select [Download Our Price Catalog](#)

Download our Price Catalog & Read our Rework Policy

& enter the password provided by your CSR. The password is also available at the top of weekly status letters received in 2020.

3. Choose from one of the following options:

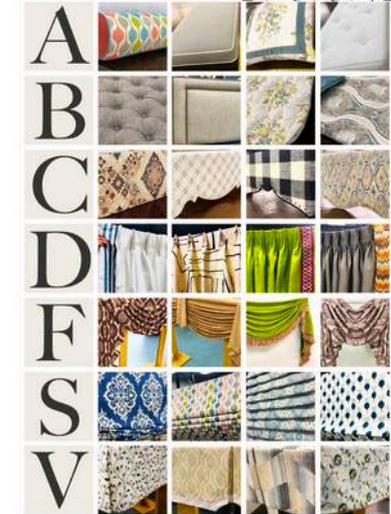
SV Product Catalog 2020



SV Wholesale Catalog 2020



SV Retail Catalogs Available Markups: 2X/2.25X/2.5X/2.7X



stevenson vestal
2020 Product Catalog

Website: stevensonvestal.com
Phone: 800-535-3636
Ship: 2347 West Hanford Road
Burlington, NC 27215

Email: sales@stevensonvestal.com
Fax: 800-533-6881
Mail: PO Box 310
Burlington, NC 27216

Connect with us
on social media
[@stevensonvestal](https://www.facebook.com/stevensonvestal)

