



Services For The Trade

Introduction

Hill Drapery Design stands as a comprehensive Drapery Workroom and Upholstery shop exclusively catering to industry professionals. Beyond these services, we excel as adept project managers, leveraging over two decades of expertise to oversee your entire window covering venture, from initial design to flawless installation. Our commitment extends to providing detailed renderings for each window treatment, ensuring absolute clarity and alignment among designers and clients throughout the project. Recognizing the unique demands of every designer and custom project, our pricing is tailored to individual jobs. Focused exclusively on window covering products and fabric accessories, we seamlessly integrate into your design team, dedicating our specialized knowledge to the precise execution of your clients' window covering needs. Rely on our seasoned team to bring unparalleled insight and skill to elevate and execute your clients' window covering projects seamlessly

About

The owner of Hill Drapery Design, Heather Hill enjoys working with and supporting the design trade to help achieve professional window treatments and related fabric accessories. With 23+ years experience, from working at Calico Corners to Ethan Allen, to starting the window treatment department at Sheffield Furniture and most recently, for the past 9 years a sales representative with Robert Allen, Thibaut, and Stout Textiles. I have extensive knowledge and contacts across the window covering industry.



Karen Lander has been in the industry for 30 years in all aspects of window treatment design. Her knowledge of Couture sewing and tailoring, and her business Drapery Design has made her the Main Line's go-to drapery designer for creating window coverings for designers who want impeccable custom products of the highest artisan quality.



Heather & Karen work together and we consult with each other on every project.

Workrooms

Darya Mizrachi is our workroom Owner & Manager. Darya leads a staff of long- term accomplished seamstresses and upholsters to create well executed products for your client.



Karen Grizzanti is a window coverings expert with 20 years of experience. She is an expert seamstress and tailor, for whom sewing has been a lifetime passion



Nicole Poluch makes the most beautiful pillows! Hidden color matched zippers, lined fabric, tapered corners- it truly is the perfect pillow



OVERVIEW OF STEPS IN THE PROCESS

Crafting specifications for window coverings demands meticulous attention and consumes significant time in the process. However, optimizing efficiency stands as the cornerstone in transforming this into a profitable category for your business. Having explored various approaches in selling window coverings, I've distilled the following as the most effective and efficient methodology to navigate this, ensuring enhanced profitability and success.

Step 1: Defining Client Needs & Wants

The designer initiates the design process by establishing an initial direction based on the client's preferences. To gain insight into the client's needs, thoughts, and functional requirements regarding their window coverings, an essential step involves conducting an "interview" or consultation with the client.

Questions to be answered in the initial meeting with your client, Does the space need.....

1. Light control, how much and is room darkening needed?
2. Is there outdoor noise that needs to be muffled?
3. Is the window drafty, does it need insulation?
4. Will the treatment need to be opened and closed (operable and how often) or stationary decorative
5. If operable, question of how often and what is the access to the windows to get to the operation systems- behind sofa or bed nightstands? Do we need to consider motorization?

What are the design needs for the treatments:

- Color theme and potential fabric options- solid or patterns
- Type of treatment: Draperies, Roman Shades, Valances, Hardlines: Blinds, Roller Shades, Natural Woven Shades, Shutters
- Fabric accessories needed for the room such as pillows, cushions, table covers, custom bedding.
- Possible trims, embellishments.
- Rod hardware styles to consider: Metal or Wood or a combination of both
- Price Point

Step 2: Requesting a Quote or Determining the Ballpark Budget

If you have fabric, trims, rod hardware, blinds, etc selected you may go to this site to obtain a quote

Measure Appointment Request:

<https://forms.monday.com/forms/e4659f7a678f657af7358eeee038365b?r=use1>



Pillows Quote:

<https://forms.monday.com/forms/e3e9bb658b210142a6808729dae9dc14?r=use1>



Fabric Window Treatment Quote:

<https://forms.monday.com/forms/9ccb2d820bad7808a94c252a1bbad30f?r=use1>



Blind/Shade Quote:

<https://forms.monday.com/forms/65524e0b52452c0a70fbe8def5c0cc50?r=use1>



Select the product you want and fill out the form with your information and images of the fabrics and space. Once submitted we will get back to you usually within 24-72 hours

Step 3: In-home consultation/measure trip Heather and Designer

After the client has approved an approximate cost, it is time to meet to review the details of the design, at my showroom or at your clients home. This is where we collaborate with you & your client to help you select the best components for your project.

Measure Appointment Meeting at Client's Home:

Please bring the samples of the selected fabric/trim and any other piece of the room important to the design.

Choosing the suitable hardware for a particular window treatment demands technical expertise, and we have extensively explored various lines of hardware, enabling us to provide tailored recommendations. Beyond considering finish and style, it is crucial to ensure that the selected poles, finials, brackets, and rings are well-suited for the specific mounting situation. Additionally, we offer an extensive sample library containing rod and finish samples that you can borrow to showcase to your clients. Our comprehensive service involves assisting you in the hardware selection process, providing pricing details, and managing the entire procurement process—from ordering and receiving to inspecting, storing, and transporting the hardware for installation.

If we are specifying hardlines, I will bring the books for the blinds or shades that were specified in the initial estimate.

During this meeting I will take measurements and photos to prepare a proposal. The Proposal will include a rendering of the selected design to confirm the selections if applicable. After this proposal there is often tweaking that needs to be done. The designer can email requests for revisions or other options.

Step 4: Receiving the Proposal and Estimate

Your PROPOSAL encompasses both the estimate and a visual representation of the treatment. The rendering is crafted on either a photograph of the room or a blueprint elevation provided by the architect. Its purpose is to validate mounting positions, ensure proportionate sizes, and exhibit how fabrics, trims, colors, and patterns will harmonize within the treatment. There are limitations in the design software regarding scale and pattern placement, we incorporate the rendering into proposals, workroom fabrication orders, and installation orders, ensuring everyone involved in the process gains a visual understanding of the anticipated final product. Designers frequently incorporate these renderings into their proposals for their clients' consideration.

This ESTIMATE form is generated through our accounting software represents a preliminary cost projection until all decisions have been approved. In the absence of modifications, this stands as the final price. However, should alternative selections be made, we will provide a revised project quote. Included in the estimate will be the description of the treatment and yardages of fabric and trim that are required.

Given our frequent involvement in new construction projects, it is common for us to visit job sites where measurements for wood casings, built-ins, sills, flooring, and other window-related components are pending completion. Consequently, obtaining a final measurement is often challenging. To ensure accuracy, we must assess each window for potential alterations that may impact the mounting or size of the window treatment. Upon completion of the site, I will return for the final measurements to guarantee precision in the estimate.



Miller: Living Room/ 4 windows





ESTIMATE 60

Prepared For:

Sample Design Co.
1234 Valley Road
Chester Springs, PA 19425

| | |
|----------------|----------------|
| Date | 1/1/2024 |
| Job | Miller |
| Project | Master Bedroom |

| Description | Total |
|---|-------|
| <p>PLEATED DRAPERIES 855.00</p> <p>1 QTY Pair. 2 Prong Euro Top Tack Pleated Panels. 3 Widths for the Pair. Fully Closable. Napped Sateen Lining in White. Tape trim on leading edge with 1/4" reveal.</p> <p>Please send 9.5 yards of solid 54" fabric. Quoted Stout Shaggy 11 Ivory Please send 6 yards of tape trim. Quoted Stout Midfield Tape 6 Sand</p> | |
| <p>DRAPERY ROD HARDWARE 1,020.50</p> <p>1 QTY -Rod Set of 1 1/4" Diameter metal pole in Soft Gold Finish. Finish is "A" Grade. Rod will be 12" wider than the window (6" past the trim on either side) so that the panels stack off the glass. Vase Finial with Extended Brackets and Rings to allow for the outside mounted roman shade. Batons for Open and Close Draw</p> <p>Installation Included</p> | |
| <p>WOVEN WOOD ROMAN SHADE 550.00</p> <p>1 QTY Woven Wood Roman Shade with Privacy Lining in White with 1/2" cotton binding on the sides. Waterfall Style. Cordless Lift System</p> <p>Priced in Material -Navarre White Sand E-803 Grade 4</p> <p>Installation Included</p> | |

This is a Ballpark price estimate to give you an idea of the price range of the discussed project. Once all your decisions have been made a final price quote will be sent to you.

| | |
|--------------------------|-------------------|
| Subtotal | \$2,425.50 |
| Sales Tax (0.0... | \$0.00 |
| Total | \$2,425.50 |

Hill Drapery Design 751 Pike Springs Road Phoenixville, PA 19460
610-504-5156 www.HillDraperyDesign.com
Heather@HillDraperyDesign.com

Renderings can also be done on an image of the space. I like doing this the best. To the left is the rendering to the right is the finished window treatments.



Step 5: Placing the Order

The designer must inform Heather of the final choices when they are ready to move ahead to place the order. We will verify final decisions and will email you the final DESIGNER ORDER AGREEMENT and a CONTRACT that will be signed as part of each order. Please review the Terms and Conditions.

From this form, you will have all the information to turn it into a PO and place your order with Hill Drapery Design. Please do a final check to verify all the details are correct. The designer must then send a 50% deposit in either a check or Venmo of @Heather-Rabold-1 (1.5% fee), have the fabric and trim shipped to: Hill Drapery Design 751 Pike Springs Road, Phoenixville, PA 19460

Step 6: Installation

A job start date is determined once the deposit is received and all the fabrics, trims, etc are received. Soft treatments such as draperies, valances, roman shades, bedding and upholstery typically take 8-10 weeks. Pillows can usually be turned around faster in 4-6 weeks. Hard treatments such as shutters, blinds and shades can take 5-8 weeks.

The designer will be notified when the job is ready to be installed. We have several teams of installers for our projects and they will be accompanied by someone from Hill Drapery Design for each job.

The installers will pick up the products from their receiving location and bring them to the installation. They will mount hardware and assemble rods, steam and dress out all soft treatments. If battery motorization is involved, they will program all motors to the remote controls. They will also remove all trash (Unless it is too big to fit in the truck).

The balance will be due to Hill Drapery Design, payable within 5 days of project completion. Venmo is an option currently, it is a 1.5% fee currently

Terms and Conditions

These are the terms that will be on the last page of your Order with Hill Drapery Design. Please ensure the important points are covered in your contract with the client.

Hill Drapery Design (the Company)

The following terms and conditions apply to purchases described on this Designer Custom Order Agreement.

Orders: Placement of orders for materials or contractor services is contingent upon the receipt of the required down payment as stipulated in this DESIGNER CUSTOM ORDER AGREEMENT. Once initiated, orders approved under this contract are non-cancellable, and any cancellation will result in forfeiture of the entire deposit amount. This agreement pertains to custom-made products exempt from return, with defective merchandise subject to potential refund, exchange, or repair at the Company's discretion. While Hill Drapery Design will offer extensive guidance throughout the selection process, the Designer bears ultimate responsibility for all color, style, and design choices. It is imperative for the Designer to ensure that the ordered products can be accommodated in the final location, considering factors such as door dimensions, stairways, hallways, and corners. The Designer is accountable for verifying the accuracy of the order and must communicate the specifications outlined in this contract to the Client as part of the final contractual arrangement.

Design Renderings. The renderings provided are approximations and are not entirely realistic due to limitations in the software program, preventing the creation of drawings to proper scale. Fabric depictions do not accurately represent actual colors and pattern size and placement. It's important to note that color representation may not be accurate on monitors or printed copies.

Photography. Hill Drapery Design is authorized to document, photograph, or record all completed designs or installations of the Project and has the right to reproduce, publish, and display such documentation, photographs, or records for promotional purposes. However, the project address or the names of the Designer and Client will not be disclosed unless specifically requested.

Delivery. Completion/delivery dates provided by Hill Drapery Design are estimates, and the Company will not be held liable for any delays in such completion or delivery. The standard anticipated delivery time for custom fabric products is 8-10 weeks from the order placement, while custom blind and shutter products typically have a 4-6 week delivery timeframe from the order date. Unforeseen events such as fabric backorders may contribute to delays. Installation is arranged once all parts have been received. If a Designer/Client wants to pick up their product they can arrange to pick up at the Company's location. Upon picking up, the Client is responsible for inspecting all merchandise and promptly notifying the Company of any damage or non-conformity.

Product Characteristics. The sold products do not possess resistance to fading, stretching, abrasion, or dimensional changes resulting from expansion and contraction due to variations in humidity and temperature. Specific products and materials, especially silk, linen, and woven wood materials, may exhibit variations in color and grain due to the inherent characteristics of the fibers or materials used. Such variations are considered normal and will not be deemed defects in the finished products. Actual dyelots may differ from the samples shown. The Company assumes no liability in connection with the utilization of materials provided by the Designer or Client.

Disclaimer of Warranties: Limitation of Liability. The Company will convey any transferable manufacturer's warranties on the products to the Client. However, the Company does not provide warranties for the products and, to the fullest extent permitted by law, explicitly disclaims all warranties, whether express or implied, including but not limited to warranties of title, merchantability, and fitness for a particular purpose. Under no circumstances will the Company be held liable to the Client or any third party for, or in connection with, any product or order, for amounts surpassing the purchase price paid by the Client for the affected orders or products.

Change Orders. Modifications, alterations, or additions to the design may incur additional charges for the Designer/Client and can only be considered if requested before the commencement of production. These changes must be formally submitted in writing, mutually agreed upon, and signed by both the Designer and Client. An additional deposit may be necessary to facilitate such changes.

Payment Terms. A 50% initial deposit is mandatory for all approved contracts, and it can be made in cash or by check payable to Hill Drapery Design. Please note that credit cards are not accepted for wholesale direct designer purchases. The remaining balance is expected upon the delivery of goods. Any unpaid amount after the due date will accrue interest at a rate of 1.5% per month (18% per annum), or the maximum rate allowed by law, whichever is lower. The Company retains the right to withhold delivery and the transfer of ownership of any service or merchandise if accounts are not current or overdue invoices are not settled in full.

I have read and understand and agree to the above terms and conditions for doing business with Hill Drapery Design by submitting a down payment for this custom order.



POLICIES AND PROCEDURES

Handling of Problems

Through all the thorough planning and analyzing all the details of a project, problems can occur. Rest assured Hill Drapery Design will rectify all problems as quickly as possible.

Hill Drapery Design Customer Contact Policy

While collaborating with you and your clients, Hill Drapery Design kindly asks that all communication be directed through the designer. The initial consultation and measurement meeting involving the designer, the client, and Heather enable us to gain a comprehensive understanding of the client's needs and aspirations for the project. However, any subsequent communication should be conducted through your channel. Please be assured that Hill Drapery Design will refrain from soliciting your clients for additional business in any form. Our primary focus is on supporting designers and providing expertise in the field of window coverings.

Procedures for COM fabric ordered by the designer:

- Designer must have the fabric shipped by the vendor to:
Hill Drapery Design 751 Pike Springs Road Phoenixville, PA 19460
Make sure your vendor uses a Sidemark: The Client last name/Room/item (such as Pillow, Draperies, etc.)
- Designer needs to provide fabric Vendor/Style/Color/Width and Vertical and horizontal repeats. Designers should have a CFA sent to themselves prior to shipping, to ensure the correct fabric is being shipped. If Drapery Design fabricates a fabric that you later deem to be wrong you are still responsible for the project fees, so always check that CFA.
- If the workroom determines the fabric is flawed, the designer is responsible for arranging for the pick up of the damaged fabric and delivery of the replacement fabric to the workroom.
- For all COM fabric Hill Drapery Design is not responsible for the suitability or performance of the fabric over time.

Communication

Sometimes with all the communication channels such as phone, email and texting it is hard to know where to find past information. Right now we prefer all information be put in email. Our company office phone number is 610-504-5156. We are currently working on getting a Project Management system set up so we can communicate with designers through that instead of email. That should be set up sometime in March 2024.

Contact Information

Heather Hill Cell: 610-504-5156 [Email: Heather@HillDraperyDesign.com](mailto:Heather@HillDraperyDesign.com)

Hill Drapery Design 751 Pike Springs Road (Rt 113) Phoenixville, PA 19460

Hours by Appointment or By Chance