



By Appointment to
Her Majesty the Queen
Cabinet Makers
N.E.J. Stevenson Ltd.
Rugby

N.E.J. STEVENSON
DESIGNERS & MAKERS OF FINE FURNITURE

FREQUENTLY ASKED QUESTIONS

What services do you provide?

Design, technical advice, bespoke furniture manufacturing, project management, installation and delivery. Take the whole as a complete turnkey package or pick the services most relevant to your needs.

In addition, we also offer carving, inlaying, marquetry, polishing and veneering as specialist skills.

If you require something not mentioned here please call to discuss your needs.

What areas do you have successful experience in?

Individual pieces of stand alone furniture through to the complete design, management, installation of large domestic, and heritage projects.

We work with the country's most prestigious architects & designers across an array of markets. Private domestic contracts as well as the Royal Household, English Heritage, National Trust as well as internationally.

We are big enough to cope with your demands and small enough to care about the successful delivery of your project.

Does having a Royal Warrant mean you are expensive?

Our Royal Warrant was granted because of the services we have provided over a number of years. A Royal Warrant is a sign of consistent delivery of quality; it is easier to lose it than what it was to achieve it!

The Royal Household operates as a commercial organisation and has to demonstrate that it has achieved best value. The majority of projects are by competitive tender; we have demonstrated consistently that we achieve best value by completing to time, quality and agreed cost.

Commissioning an individual piece of craftsman made furniture will be more expensive than buying from a standard range. You need to budget for design time in order to realise your requirements, materials will be more expensive as we only work with the finest quality products and manufacturing will cost more as we build to last.

For your investment, you will own a piece designed exclusively for you that exactly meets your requirements. It will be built to an exacting standard that will give you pleasure, last a lifetime and help to maintain the tradition of craftsmanship that Britain is renowned for.

Who will look after me during my project?

Our Contracts Director David Drew will take personal responsibility for your project with the help of his Project Managers.

You will be informed who your project manager will be and meet up with them to discuss your needs. Throughout the life of your project you can talk directly to your project manager at any time, they are proactive with their communications and take ownership of the project from start to finish.

How do I guarantee a production slot?

As a successful company, it is important that we have a continuous flow of projects through our manufacturing department. We can only guarantee your production slot once you have agreed the tender price for your project and paid your previously agreed deposit.

If you follow our tried and trusted project process then we will guarantee your production slot.

Can I see some of your previous work?

We are very proud of every piece of work that we have done. Whilst we are happy for you to see examples of previous work, it is not always convenient for us to go back to clients and ask if we can bring someone to look over their home.

However, we can accommodate some visits depending on the nature of your request, obviously some of our more high profile work with the Royal Household is in the public domain and is more accessible.

Can I talk to any of your clients?

Yes, in fact we encourage it. We will do everything possible to put your mind at rest to enable you to come to a good decision.

What after care service, can I expect?

We guarantee that every piece of furniture is fit for its intended purpose. We also appreciate that furniture gets used and is subject to the strains of every day living.

We do not set a time limit for our guarantees. We believe that as long as you keep your furniture then we will help you look after it. Obviously, we cannot be held responsible for damage that is beyond "normal usage" but we will repair all items once a cost has been agreed.

I am not exactly sure of what I want – how can you help me?

Our team has extensive experience of contemporary and traditional projects. We are happy to discuss any of your project issues as well as provide you with a number of options for you think over.

What do you need me to provide to help my project?

Your personal project manager will keep you up to date with how your project is progressing, and what information they need from you to keep it running to schedule.

I have a project that is some months away – is this too soon to discuss it?

This is, in our opinion the best position to be in. When embarking on a bespoke design and build project it is important that you get the right information at the earliest possible time.

The more time you give yourself the easier it is for your project schedule to be met; contact us to discuss your project now, it is never "too early".

If you have any queries not covered here then please call...

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