

BALLARD DESIGNS

ABOUT THE NEWPORT COLLECTION

Thank you for your interest in our Newport Collection. We developed this informational packet to take the guesswork out of making your selection and placing your order. However, if you have questions not addressed below, please call us at 800-535-8776. One of our representatives will be glad to assist you.

DESIGN AND CONSTRUCTION

Our Newport Collection is designed with classic lines that feel comfortable in any decor. This furniture meets the highest standards of craftsmanship standards and carries a full manufacturer's warranty for the first year. Each piece is bench-made with a 100% hardwood laminate frame secured by double dowels, the sturdiest and most durable construction practice. Pre-stretched, 7 $\frac{1}{2}$ -gauge sinuous steel springs guard against sagging with a Flexolaner spring seat support system. 1.8 lb. density foam cushions have a wrap of fiber, feather and down which is also used in the back cushions and the tossed pillows for the signature look and feel of luxury. The down and feather is commercially cleaned and sterilized, so it essentially is hypo-allergenic.

FABRIC

This collection is available in the following six fabrics (White Duck, Off-White Duck, Butter Twill, Celery Twill, Khaki Twill or French Ticking Blue) or you may also elect to use our Customer's-Own-Material service and have your furniture upholstered in a fabric you provide (see information attached).

SLEEPER UNITS

The collection includes a Queen Sleeper version of the Sofa. It features an easy-glide mechanism with 345 innercoil springs and a Kingsdown quilted top innerspring mattress (60" x 72") for an even sleep surface with extra support.

ORDERING AND DELIVERY

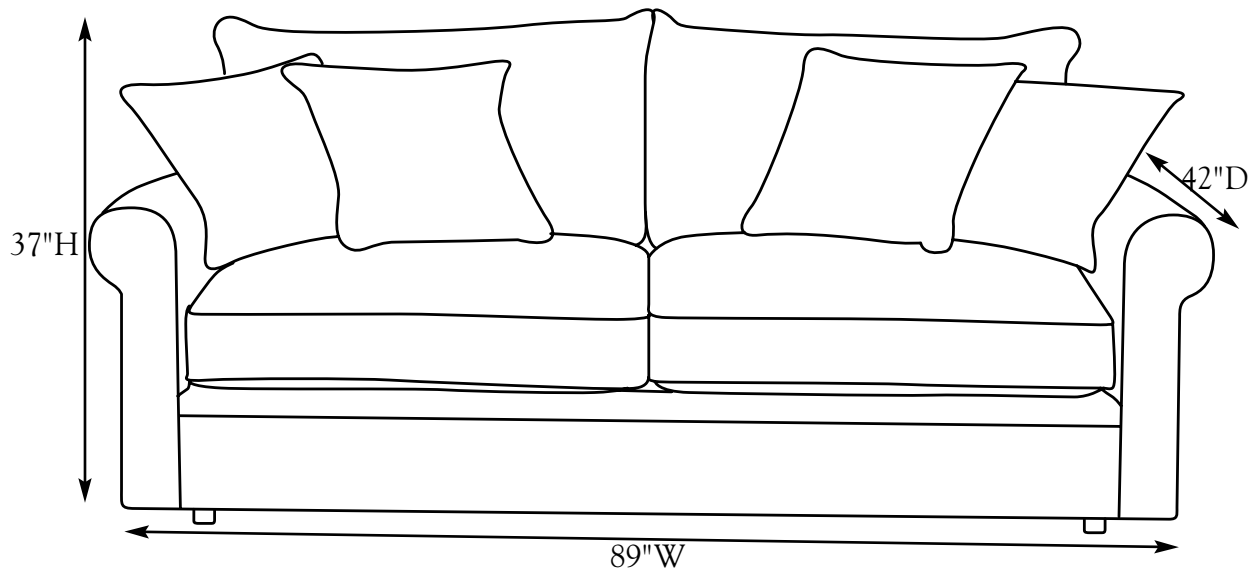
To place an order, call 800-535-8776, use the catalog order form or order online at www.ballarddesigns.com. Your Newport furniture will be shipped via In Home Delivery. With this hassle-free service, you make a convenient delivery appointment with our shippers. They carry your new furniture into your home, unpack it and place it anywhere you like. Then, they remove the packing materials. *In Home Delivery charges are in addition to the Standard S&H charge.* (Assembly is not included, additional charges may apply for special items such as multiple floor placement or difficult to access areas). An estimated delivery time is available when you place your order. For COM, the delivery time is based on when the vendor receives your fabric.

<u>Item</u>	<u>Item #</u>
Newport Sofa	#SS085
Newport Queen Sleeper	#SS086
Newport Club Chair	#SC306

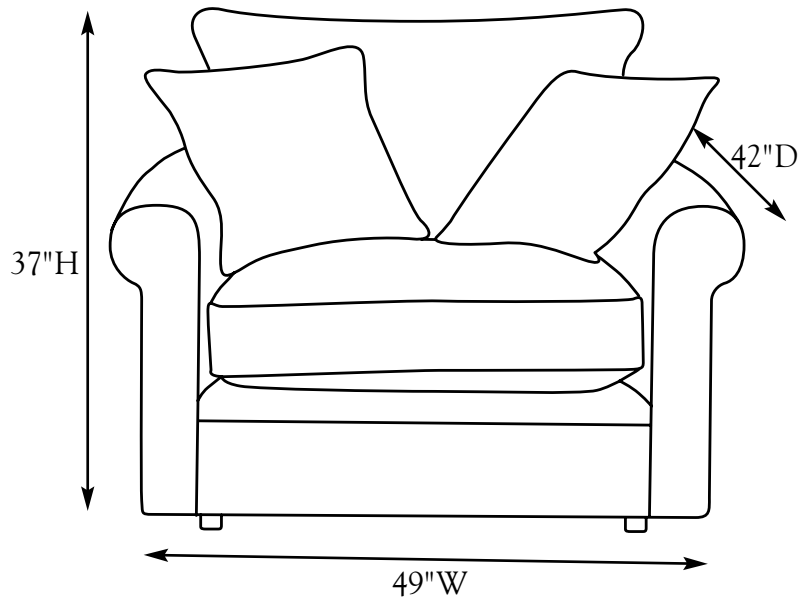
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Sofa & Queen Sleeper



Club Chair



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CUSTOMER'S-OWN-MATERIAL (COM) YARDAGE REQUIREMENTS FOR THE NEWPORT COLLECTION

<u>Item</u>	<u>Item #</u>
Sofa (with 4 matching Throw Pillows)	SS085 COM
Queen Sleeper (with 4 matching Throw Pillows)	SS086 COM
Club Chair (with 2 matching Throw Pillows)	SC306 COM

COM YARDAGE REQUIREMENTS FOR NEWPORT COLLECTION

<u>RAILROADED FABRIC</u>					
<u>Item</u>	Plain <u>Fabric</u>	2" -14" <u>Repeat</u>	15" -24" <u>Repeat</u>	25" -27" <u>Repeat</u>	28" -36" <u>Repeat</u>
Sofa	21 yds	23 yds	24 yds	25 yds	26 yds
Queen Sleeper	23 yds	25 yds	26½ yds	27½ yds	29 yds
Club Chair	12 yds	13 yds	14 yds	15 yds	16 yds

<u>NON-RAILROADED FABRIC</u>					
<u>Item</u>	Plain <u>Fabric</u>	2" -14" <u>Repeat</u>	15" -24" <u>Repeat</u>	25" -27" <u>Repeat</u>	28" -36" <u>Repeat</u>
Sofa	27 yds	29½ yds	30½ yds	31½ yds	32½ yds
Queen Sleeper	30 yds	32½ yds	33½ yds	34½ yds	35½ yds
Club Chair	15½ yds	17 yds	17½ yds	18 yds	18½ yds

**Please send continuous yardage only; we cannot use multiple
pieces of material. Yardage must be on a bolt , not folded.**

BALLARD DESIGNS

ABOUT BALLARD'S "CUSTOMER'S-OWN-MATERIAL" SERVICE FOR THE NEWPORT COLLECTION

Enjoy a truly custom decor, combining your choice in fabric with the quality of Ballard Designs. For the ultimate in decorating versatility, we offer our Customer's-Own-Material (COM) service that allows you to supply the material with which your furniture will be upholstered. This information packet answers frequently asked questions about COM; if you have concerns not addressed here, call us at 800-535-8776.

Please note: All COM furniture is made to order. Therefore, these items are non-returnable.

SELECTING YOUR FABRIC

To ensure the professional quality of your custom furniture, please read the important details below.

- Use our enclosed swatches as a guide to the range of fabric thickness we can accept.
- Before sending your fabric to us, please inspect it for flaws.
- If your fabric is woven with a front and a back, please clip a small corner swatch of your fabric with the front part of the fabric facing up on the Order Form.
- We cannot use silk materials for COM.
- Please do not send contrasting fabrics, welt or fringe.
- If your fabric features a central design, we will make every effort to center it on your item, if you so specify on the order form.
- Any stripes will be arranged vertically, unless you request horizontal striping.
- Because inadequate fabric will delay your order, and excess fabric cannot be returned, please measure carefully.
- If you have any questions about the suitability of your fabric choice, please call 800-535-8776 and ask one of our Product Specialists for guidance.

ORDERING

If you are ordering Newport furniture upholstered in a fabric you will be sending to us, complete the attached form and enclose it with your fabric.* We must have this form before we can proceed with your order. Please cut from your fabric a small swatch (at least 1" Sq.) and staple it to your order form. In the unlikely event that your material and order form become separated, this precaution will assist us in determining to which customer the fabric belongs.

If your fabric and order form will be sent to us in separate packages, please indicate so on your order form. On the mailing label of the package in which the fabric arrives, it is very important that you send it to the exact address printed on the order form. (For your convenience, the order form includes a pre-printed label that you may clip out and use.) Please also provide your name and return address so that we are certain from whom the material was sent. Regardless of your choice of upholstered material, please note that the base price of each item is in addition to the cost of your fabric. An estimated delivery time is available when you place your order.

- * Many customers choose a Ballard Fabric-by-the-Yard for their COM upholstery; please call for swatches and additional information.

ABOUT “RAILROADED” FABRIC IN CUSTOM UPHOLSTERY

To help you select fabric that will result in a top-quality custom look for your COM upholstered furniture, we’ve put together the additional guidelines below.

NON-RAILROADED FABRIC:

Generally, fabric patterns are printed or woven vertically along the bolt. Since most fabrics are 54" wide, a sofa upholstered in a vertical-print fabric will usually have two seams, as shown in Figure 1. (Please note: upholstering with vertical-print fabrics generally requires more yardage than is needed with horizontal-print fabrics; see below.)

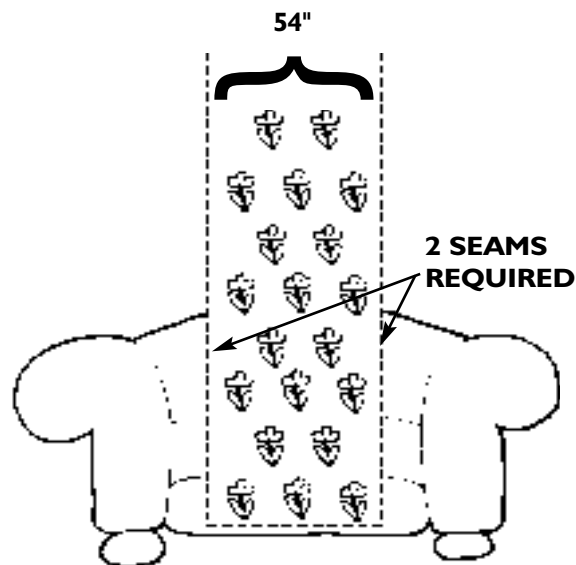


Figure 1

RAILROADED FABRIC:

Sometimes, the fabrics pattern is printed or woven horizontally across the bolt (see Figure 2).



Figure 2

Such horizontal-print fabrics can be “railroaded.” In upholstery terminology, this means that the fabric runs across the furniture horizontally, thereby eliminating vertical seams and providing a more professional look, as shown in Figure 3.

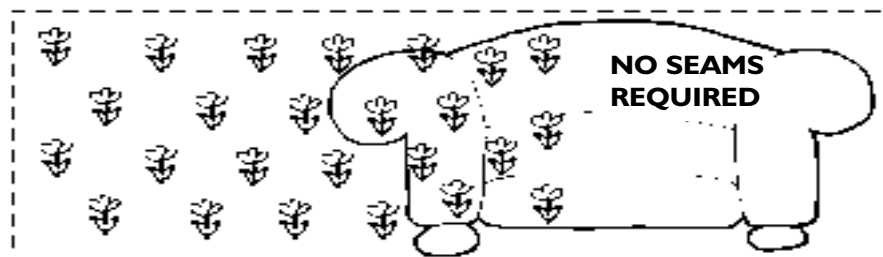


Figure 3

COM UPHOLSTERED FURNITURE ORDER FORM

ALL INFORMATION MUST BE COMPLETE OR YOUR ORDER WILL BE DELAYED

*** PLEASE COMPLETE THE TRUCK DELIVERY CHECKLIST**

1) Please check one of the following boxes:

- ☐ I am ordering item number(s) _____ to be slipcovered in my own material. I have enclosed the specified amount of **continuous yardage** fabric (**multiple pieces cannot be accepted**).
- ☐ My fabric (in the amount specified) is being sent separately, labeled with my name and address.

2) Please complete, if applicable:

Place the design/pattern of my material in the following manner: _____

3) Please provide all of the following information:

Ship my order to the following name and address: _____

Daytime phone (____) _____

Evening phone (____) _____

Catalog source code (numeric code in the shaded bar on the catalog's back cover) _____

Please indicate amount and method of payment:

Item Base Price ____ units @ \$_____ each = \$_____

Item Base Price ____ units @ \$_____ each = \$_____

Tax: 7% (GA buyers only) or 6.5% (OH buyers only) \$_____

In Home Delivery Surcharge Total \$_____

Standard S&H Charges \$_____

TOTAL PRICE \$_____

☐ **CHARGE:** Circle type of card and fill in all blanks. VISA DISCOVER MASTERCARD AMEX

Account # _____

Expiration Date (required) _____

Cardholder's Signature: _____

Cardholder's Billing Address (if different from ship-to address above): _____

☐ **CHECK OR MONEY ORDER ENCLOSED:** Make check payable to Ballard Designs. Sorry, no CODs or cash.
Orders paid by check will be held until check clears.

4) I request that Ballard Designs follow the above instructions. I HAVE READ THIS INFORMATION PACKET CAREFULLY AND UNDERSTAND THAT BECAUSE THIS IS A CUSTOMIZED ORDER, CHANGES OR CANCELLATIONS ARE NOT POSSIBLE ONCE PRODUCTION HAS BEGUN. I recognize that the delivery of my COM order is based upon when Ballard receives the appropriate yardage from me. Finally, I acknowledge that COM ITEMS ARE NOT RETURNABLE FOR REFUND OR EXCHANGE.

Signature _____ Date _____

5) When complete, send this form to:

RETURN TO: _____



ATTN: BALLARD DESIGNS CALL CENTER
COM DEPT. - GATE 51
5568 WEST CHESTER ROAD
WEST CHESTER, OH 45069

FABRIC FRONT

Please clip a piece of your fabric to the front of this form with the correct side facing up. Then, mail your fabric and the order form to us, using the label at left.

BALLARD DESIGNS

IN HOME DELIVERY CHECKLIST MUST BE INCLUDED WITH ORDER

Your Name: _____
Date Order Placed: _____
Order #: _____
Ship to Name: _____
Shipping Address: _____
City: _____ State: _____ Zip Code: _____
Ship to Contact Name: _____
Ship to Contact Phone #: _____
Customer's Fax if available: _____
Email, if available: _____

Review each of these 10 points with Customer:

1. Your order will arrive in approximately 1-2 weeks from the shipping date.
2. Deliveries are made Monday - Friday between 8:00 am and 5:00 pm.
3. The delivery agent will call in advance to schedule a delivery appointment; if a specific time there will be an additional \$150.00 fee.
4. Any low wires or branches which may hinder delivery? ____ yes ____ no, please explain:

5. Deliveries are made to the driveway outside the house or garage.
6. Your shipment weighs ____ lbs.
7. For shipments over 100 lbs., the delivery agent may require assistance. If customer can will need to quote for special handling.
8. The delivery personnel are not equipped to dispose of packaging materials, therefore, please dispose of the packaging after the delivery.
9. Is the delivery to a: Residence ____ Business ____,
if business, is loading dock available? yes ____ no ____
10. Your order will arrive in a tractor-trailer. The delivery agent requires the street be t least 10' wide and overhead clearance of at least 14'. If not, there will be an additional \$75.00 charge.
Is a small truck required? ____