

BALLARD DESIGNS®

ABOUT THE STRATFORD CHAIR AND OTTOMAN

Thank you for your interest in our Stratford Chair and Ottoman. 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 & CONSTRUCTION

Our Stratford Chair and Ottoman are sized to fit just about anywhere. Richly padded Chair and Ottoman frames are bench-made of maple and poplar with dowels and corner blocking for a finely crafted feel. Antique brass nailhead trim adds the finishing touch. Ultra comfy cushions have supportive foam cores wrapped in luxurious down blend. Sag-resistant, sinuous steel springs assure years of comfortable wear.

UPHOLSTERY & FINISH

Order your Stratford Chair & Ottoman with any of the following Fabric Options: **1)** Off-White Twill; **2)** Special Order in any fabric from our extensive Library or **3)** send us your own. Go online to view all fabric options with pricing. Finishes: Cognac, Mahogany, Black, Driftwood, Dove Gray, Honey or Parchment.

ORDERING AND DELIVERY

To place an order, call 800-535-8776 or order online at www.ballarddesigns.com.

CUSTOMER'S-OWN-MATERIAL (COM) INFORMATION FOR THE STRATFORD CHAIR AND OTTOMAN

FABRIC REQUIREMENTS

Please Note: All fabric must be at least 54" wide.

NONRAILROADED

Item	Item#	Plain Fabric	1"-14" Repeat	15"-24" Repeat	25"-27" Repeat	28"-36" Repeat
Stratford Chair	UC050	7 yd	8 yd	8½ yd	9 yd	9 yd
Stratford Ottoman	U0035	2¾ yd	3½ yd	4 yd	4½ yd	4½ yd
Stratford Chair & Ottoman	UC051	9¾ yd	11½ yd	12½ yd	13½ yd	13½ yd

RAILROADED

Item	Item#	Plain Fabric	1"-14" Repeat	15"-24" Repeat	25"-27" Repeat	28"-36" Repeat
Stratford Chair	UC050	7 yd	7 yd	7½ yd	8 yd	8 yd
Stratford Ottoman	U0035	2¾ yd	3 yd	3½ yd	3¾ yd	4 yd
Stratford Chair & Ottoman	UC051	9¾ yd	10 yd	11 yd	11¾ yd	12 yd

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

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ABOUT BALLARD'S "CUSTOMER'S-OWN-MATERIAL" SERVICE

What does the "Customers-Own-Material" Service mean? If you enjoy a truly custom décor, we allow you to combine your choice in fabric with the quality of our products. This allows you to supply the material with which your furniture will be made.

SELECTING YOUR FABRIC

What fabrics will we NOT accept?

- Leather
- Silk
- Vinyl
- Quilted pieces
- Sheets
- Rugs
- Contrasting welts or fringe.
- Fabric with flaws
- Striped patterns or plaids for tufted furniture (tufting process distorts the stripes)

Other helpful things to know when selecting your fabric:

- If your fabric features a central design, we will make every effort to center it on your item, if you specify on the order form.
- Any stripes will be arranged vertically, unless you request horizontal striping.
- We only accept continuous yardage.
- Contrasting fabrics only accepted on select items (please call for details).
- **Inadequate fabric WILL delay your order.**
- **We reserve the right to refuse the fabric if it will compromise the quality of the piece.**
- **Many customers choose a Ballard Fabric-by-the-Yard for their COM; please call for information or see our selection online.**

PREPARING AND SENDING YOUR FABRIC

How should you prepare the fabric you send?

- Inspect the fabric for flaws.
- See the attached page for yardage requirements; Yardage must be on a bolt, NOT folded.
- Measure carefully (excess fabric cannot be returned).

How do you order this service and what to do then?

- Complete the attached form and enclose it with your fabric (must have this form to proceed with your order).
- Please cut a small swatch (at least 1" sq.) and staple to your order form with the correct side facing up (this precautionary measure helps insure that your fabric is identifiable to the order form in the unlikely event they were to become separated).
- Please indicate on your order form if your fabric will be sent in separate packages.
- Please make sure the mailing label of your package has the exact address printed on the order form (for your convenience, you may clip out the pre-printed label on the order form).
- Please also provide your name, return address and a phone number where you can be reached.
- An estimated delivery time is available when you place your order.
- Fabric and completed order form must be received before we can place your order.

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

If you have ANY concerns not addressed here, Please call our Product Specialists at 800-535-8776.

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.

note: upholstering with vertical-print fabrics generally requires more yardage than is needed with horizontal-print fabrics; see below.)

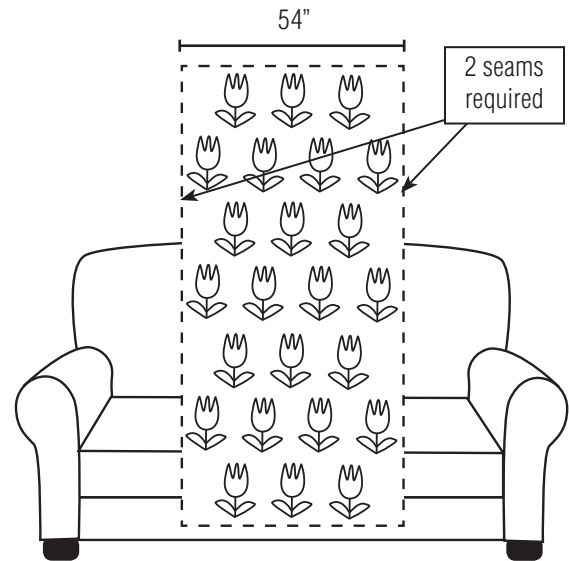


Figure 1

RAILROADED FABRIC:

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

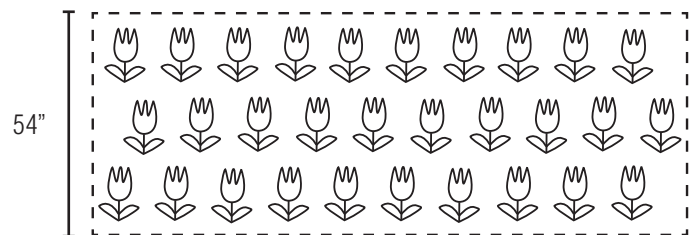


Figure 2

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.

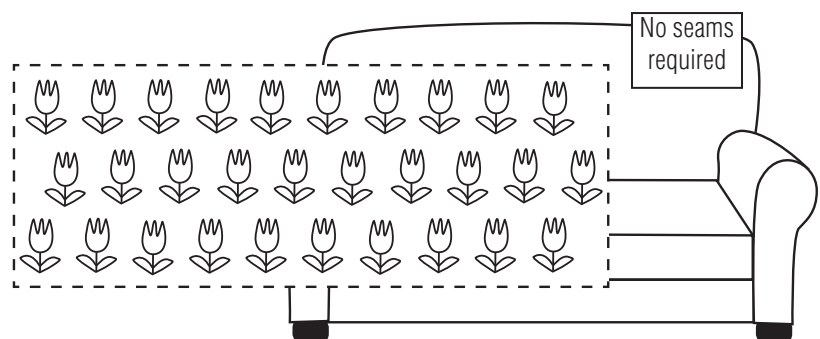


Figure 3

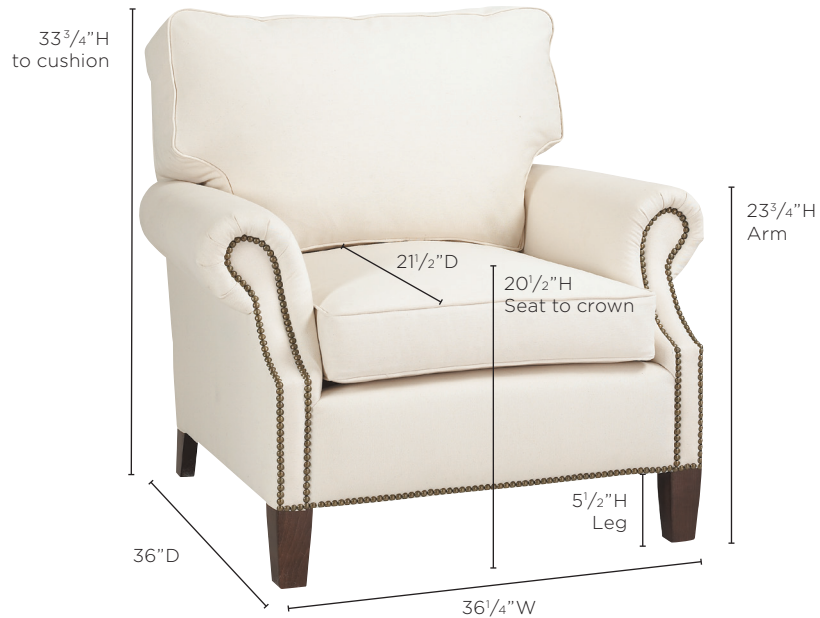
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ABOUT THE STRATFORD CHAIR & OTTOMAN

DIMENSIONS* SEE NOTE

STRATFORD CHAIR (UC050)

STRATFORD CHAIR & OTTOMAN (UC051)



STRATFORD OTTOMAN (UO035)



*Due to manufacturing variances, all upholstery dimensions can vary up to 1/2".

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5568 West Chester Rd. • West Chester, OH 45069 • 800-535-8776 • ballarddesigns.com

COM UPHOLSTERED ORDER FORM

ALL INFORMATION MUST BE COMPLETE OR YOUR ORDER WILL BE DELAYED

- 1) Please check one of the following boxes:

☐ I am ordering: ☐ **UC050 Stratford Chair** ☐ **U0035 Stratford Ottoman** ☐ **UC051 Stratford Chair and Ottoman**, to be upholstered in my own material. I have enclosed the specified amount of continuous yardage, *prewashed (if machine washable)* fabric (*multiple pieces cannot be accepted*).

- 2) Please select your finish ☐ **Cognac** ☐ **Mahogany** ☐ **Black** ☐ **Driftwood** ☐ **Dove Gray** ☐ **Honey** ☐ **Parchment**

- 3) Please complete, if applicable:

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

- 4) 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: AZ, OH, GA, NY and FL residents as applicable. \$_____

Truck Delivery 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.

- 5) 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 _____

- 6) When complete, send this form to:

RETURN TO: _____

BALLARD DESIGNS

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. ***Yardage must be on a bolt, not folded.***

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For convenience and accuracy, cut out the box above and use it as a mailing label on your package.



TRUCK DELIVERY CHECKLIST
MUST BE INCLUDED WITH ORDER

Your Name: _____
Date Fabric Shipped: _____
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 delivery points:

1. Your order will arrive in approximately 1-2 weeks from the shipping date.
2. Your item will arrive in a tractor trailer. The delivery agent requires that the street be at least 2 car widths wide (10 ft.) and has an over head clearance of at least 14 ft.
3. The delivery agent will call in advance to schedule a delivery appointment. Deliveries are made Monday-Friday between 8:00 am and 5:00 pm. If a specific time is required, there will be an additional fee.
4. Truck deliveries are placed inside the first doorway of your residence, garage, or covered area of your home. The agent will not do any type of assembly.
5. The delivery agent may require assistance. Please be sure someone will be able to assist with unloading the item.
6. The delivery agents are not equipped to dispose of packing materials; therefore, please plan to dispose of the packaging after delivery.

I have read and understand the requirements necessary for delivery.

Authorized Signature

Date