

BALLARD DESIGNS®

ABOUT THE HAYES TUFTED OTTOMAN

Thank you for your interest in our Hayes Tufted 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

This round ottoman has the “wow” factor tufted right in. Hardwood frame is artisan crafted in North Carolina and expertly upholstered with deep, self-covered tufts. Tailored pleated skirt conceals an open shelf for hiding remotes, serving trays and magazines.

UPHOLSTERY & FINISH

Customize your Hayes Tufted Ottoman in hundreds of fabrics from our beautifully curated collection, including family-friendly performance styles, or send us your own. Finishes: Black, Cognac, Driftwood, Dove Gray, or Mahogany.

ORDERING AND DELIVERY

To place an order, please call 800-535-8776.

ITEM	ITEM#
37" Ottoman	UO273
24" Ottoman	UO272

CUSTOMER'S-OWN-MATERIAL (COM) INFORMATION FOR THE HAYES TUFTED OTTOMAN

FABRIC REQUIREMENTS

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

NON-RAILROADED					
ITEM NAME	PLAIN FABRIC	1"-14" REPEAT	15"-24" REPEAT	25"-27" REPEAT	28"-36" REPEAT
37" Ottoman	5½ yd	6 yd	6½ yd	6¾ yd	7¼ yd
24" Ottoman	3½ yd	3½ yd	3½ yd	3½ yd	3½ yd

RAILROADED					
ITEM NAME	PLAIN FABRIC	1"-14" REPEAT	15"-24" REPEAT	25"-27" REPEAT	28"-36" REPEAT
37" Ottoman	5½ yd	5½ yd	6 yd	6½ yd	7 yd
24" Ottoman	3½ yd	3½ yd	3½ yd	3½ yd	3½ 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

For a truly custom look, we'll expertly upholster your favorite Ballard Designs piece using your own material – just follow the guidelines below. Our Product Specialists are standing by to answer any questions and to help place your COM order.

SELECTING YOUR FABRIC

What fabrics will we NOT accept?

- Leather
- Silk
- Vinyl
- Fabric with flaws
- Sheets
- Rugs
- Quilted pieces
- 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, when specified 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?

- Please call 1-800-535-8776 or email com@ballarddesigns.net to request an order form. (You must have this form to avoid delays).
- 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 ensure that your fabric can be matched 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 matches the address printed 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 or would like to place an order, please call our Product Specialists at 800-535-8776.

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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.)

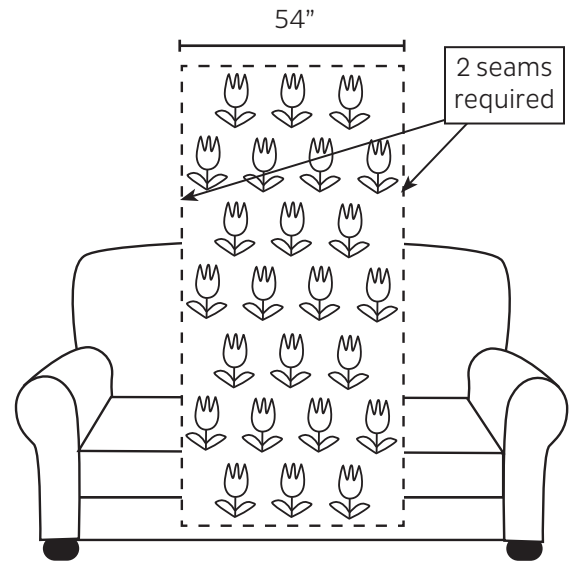


Figure 1

RAILROADED FABRIC:

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

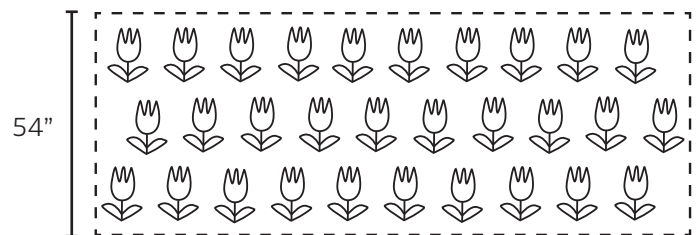


Figure 2

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.

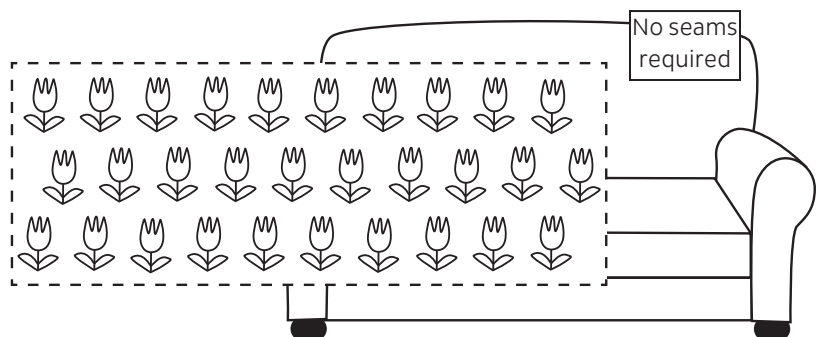


Figure 3

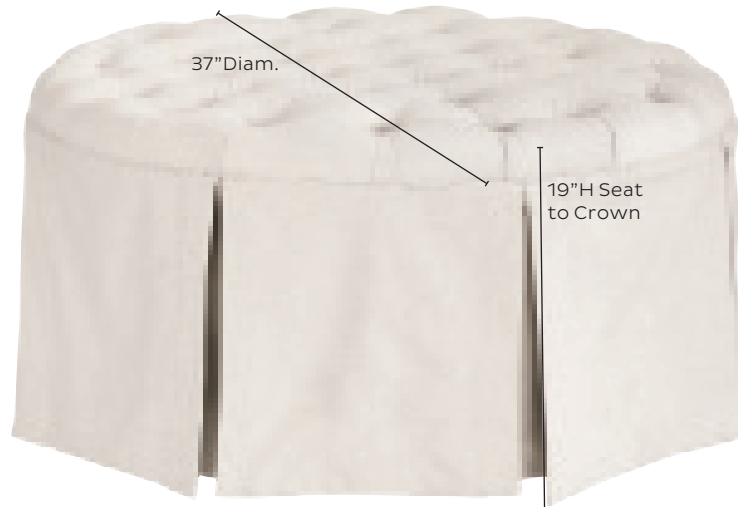
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ABOUT THE HAYES TUFTED OTTOMAN

DIMENSIONS* SEE NOTE

HAYES 37" ROUND TUFTED OTTOMAN
(UO273)



HAYES 24" ROUND TUFTED OTTOMAN
(UO272)



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

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