

BALLARD DESIGNS®

ABOUT THE KATHRYN UPHOLSTERED COLLECTION

Thank you for your interest in our Kathryn Upholstered 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 & CONSTRUCTION

With its tailored lines and polished brass stretchers, our Kathryn Upholstered Seating translates to modern, deep seat comfort. Half-rolled arms and 3-over-3 cushions with smooth baseball stitching complement the transitional look.

UPHOLSTERY OPTIONS

Order your Kathryn Upholstered Seating with any of the following Fabric Options: **1)** The Select 7 Fabrics: Off-White Twill, Danish Linen Oatmeal, Trilby Basketweave Natural, Charcoal, or Drift, Microfiber Chamois or Slate; **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.

ORDERING AND DELIVERY

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

INFORMATION FOR THE KATHRYN UPHOLSTERED COLLECTION

Item	Item #
Chair	UC277
Ottoman	U0139
Chair & Ottoman	UC278
Loveseat	US245
Sofa	US246

CUSTOMER'S-OWN-MATERIAL (COM) INFORMATION FOR THE KATHRYN UPHOLSTERED SEATING COLLECTION

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
Chair	UC277	10½ yd	11 yd	11½ yd	12 yd	12½ yd
Ottoman	U0139	3½ yd	3½ yd	3½ yd	4 yd	4 yd
Chair & Ottoman	UC278	14 yd	14½ yd	15 yd	16 yd	16½ yd
Loveseat	US245	15½ yd	17 yd	17½ yd	18 yd	18½ yd
Sofa	US246	19½ yd	21 yd	22 yd	22½ yd	23½ yd

RAILROADED

Item	Item #	Plain Fabric	1"-14" Repeat	15"-24" Repeat	25"-27" Repeat	28"-36" Repeat
Chair	UC277	8 yd	9 yd	9 yd	9½ yd	10 yd
Ottoman	U0139	2½ yd	3 yd	3 yd	3 yd	3 yd
Chair & Ottoman	UC278	10½ yd	12 yd	12 yd	12½ yd	13 yd
Loveseat	US245	12 yd	13 yd	14 yd	14½ yd	15 yd
Sofa	US246	15 yd	16½ yd	17½ yd	18 yd	19 yd

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

OP552 3/17

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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.

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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.)

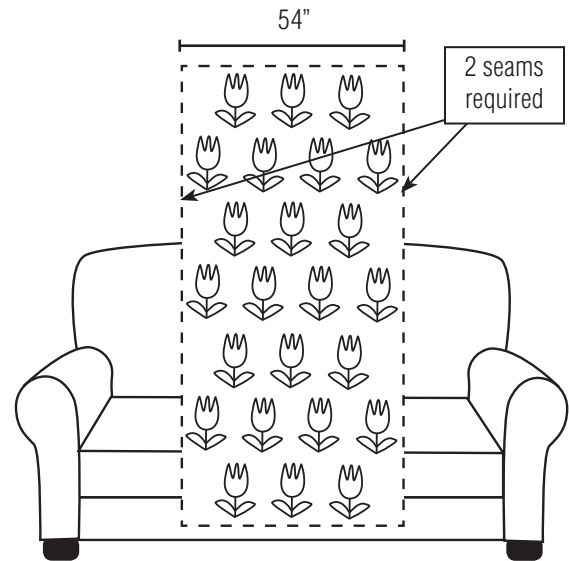


Figure 1

RAILROADED FABRIC:

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

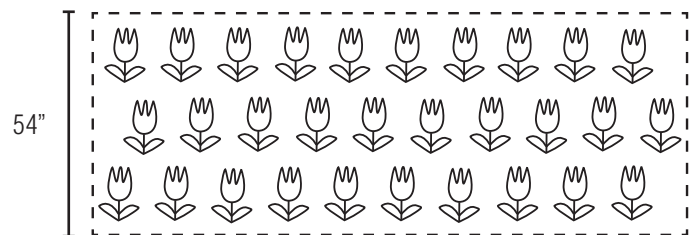


Figure 2

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.

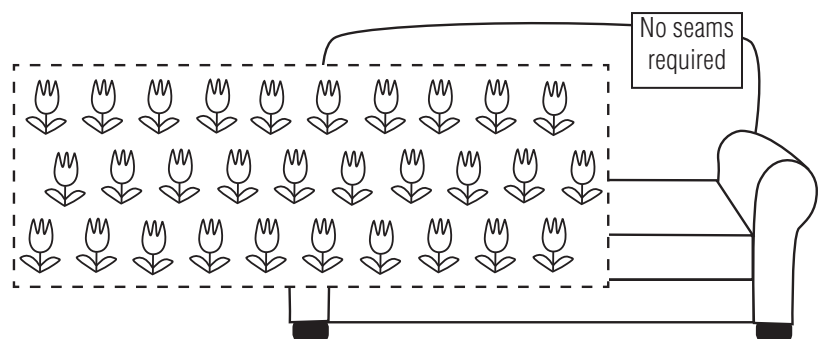


Figure 3

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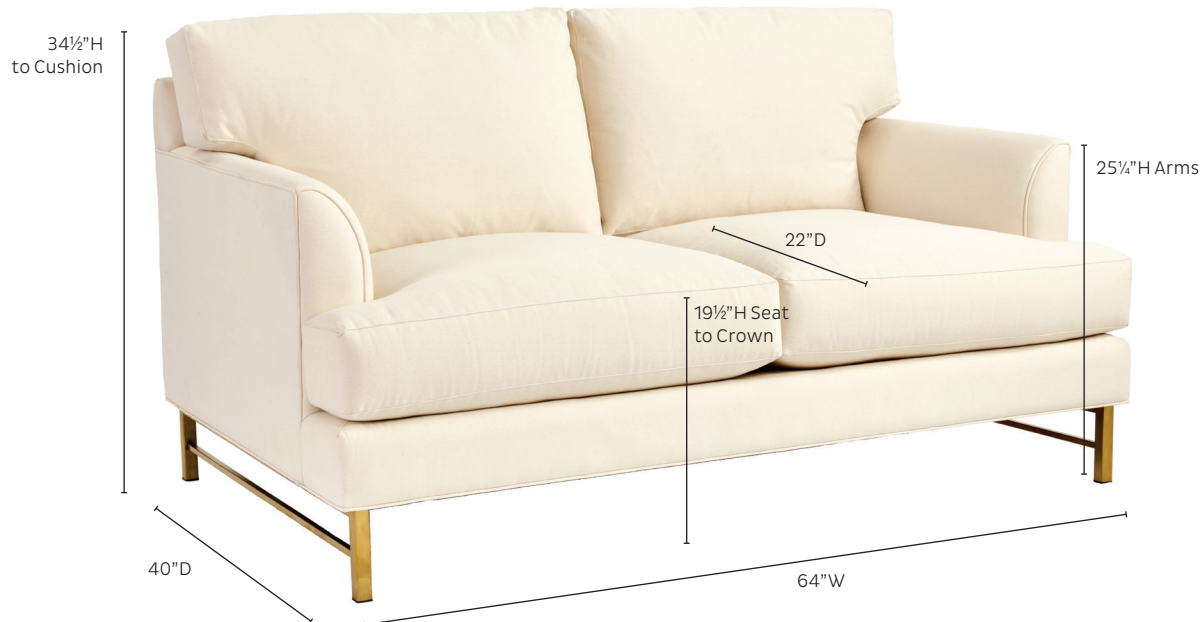
ABOUT THE KATHRYN UPHOLSTERED COLLECTION

DIMENSIONS* SEE NOTE

CHAIR (UC277) OR OTTOMAN (U0139)
CHAIR & OTTOMAN (UC278)



LOVESEAT (US245)



*Due to manufacturing variances, all upholstery dimensions can vary up to ½".

OP552 3/17

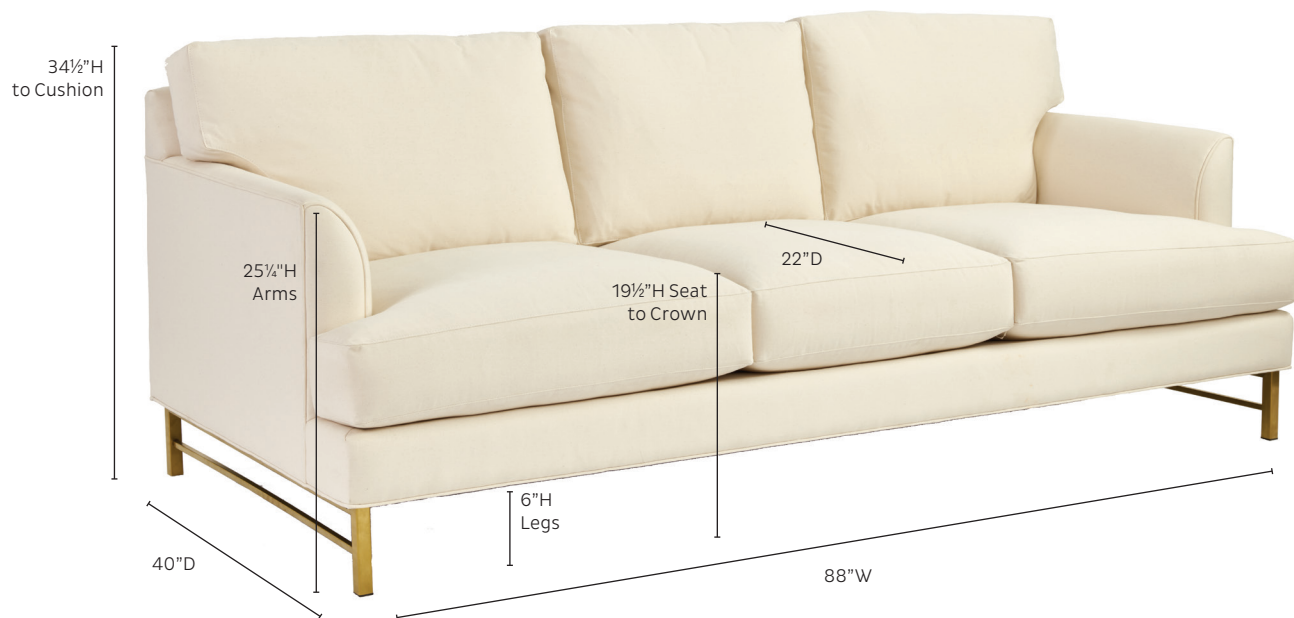
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ABOUT THE KATHRYN UPHOLSTERED COLLECTION

DIMENSIONS* SEE NOTE

SOFA (US246)



*Due to manufacturing variances, all upholstery dimensions can vary up to ½".

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COM UPHOLSTERED ORDER FORM FOR THE KATHRYN COLLECTION

ALL INFORMATION MUST BE COMPLETE OR YOUR ORDER WILL BE DELAYED

- 1) Please check one of the following boxes:
☐ I am ordering: ☐ **UC277 Chair**, ☐ **U0139 Ottoman**, ☐ **UC278 Chair & Ottoman**, ☐ **US245 Loveseat**,
☐ **US246 Sofa** 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 complete, if applicable:

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

- 3) Please provide all of the following shipping information:

Ship my order to the following name and address: Name: _____

Daytime phone (_____) _____ - _____ Address: _____

Evening phone (_____) _____ - _____ State: _____ Zip: _____

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: Please see Ballarddesigns.com/salestax for applicable states. \$ _____

Standard S&H Charges \$ _____

Threshold Charges \$ _____

In Home Charges \$ _____

TOTAL PRICE \$ _____

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

Account # _____

Expiration Date (required) _____

Cardholder's Signature: _____ Print Name _____

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 _____ Print Name _____ Date _____

- 5) 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.



THRESHOLD DELIVERY CHECKLIST

MUST BE INCLUDED WITH ORDER

Your Name: _____

Ship to Name: _____

Shipping Address: _____

City: _____ State: _____ Zip Code: _____

Ship to Contact Name: _____

Ship to Contact Phone #: _____

Email, if available: _____

DELIVERY

- The delivery date is available when your order is placed.
- Threshold deliveries are typically made 2-3 weeks from shipment.
- The delivery agent will call to schedule the delivery; please share any restrictions with them at that time.
- Deliveries are made M-F between 8am-5pm with a 4hr window.
- The agent will set the item inside the first floor doorway or covered area; Assembly is NOT included dispose of packaging materials is NOT included. Please plan to dispose of the packaging after delivery.
- If you see damage to the box or the item, please contact us before accepting the delivery.

I have read and understand the requirements necessary for delivery.

Authorized Signature

Date



IN HOME DELIVERY CHECKLIST MUST BE INCLUDED WITH ORDER

Your Name: _____

Ship to Name: _____

Shipping Address: _____

City: _____ State: _____ Zip Code: _____

Ship to Contact Name: _____

Ship to Contact Phone #: _____

Email, if available: _____

DELIVERY

- The ship date is available when your order is placed.
- In-Home deliveries are typically made 2-3 weeks from shipment.
- The delivery agent will call to schedule the delivery; please share any restrictions with them at that time.
- Deliveries are made M-F between 8am-5pm with a 4hr window.
- The agent will set the item in the room of your choice and remove packaging; The agent will NOT assemble/level the item or move existing furniture.
- If you see damage to the box or the item, please contact us before accepting the delivery.

I have read and understand the requirements necessary for delivery.

Authorized Signature

Date