



BALLARD DESIGNS

TO ORDER 24 HOURS A DAY
PHONE 800-367-2775
FAX 800-989-4510
ONLINE ballarddesigns.com



OTHER NUMBERS FOR ADDITIONAL SERVICES

| | |
|---|---|
| <p>CUSTOMER SERVICE ON ORDERS ALREADY PLACED 800-367-2810 7 DAYS A WEEK, 7:00 AM-2:00 AM EST</p> | <p>DESIGNER ONLY SERVICE EXCLUSIVELY FOR LICENSED INTERIOR DESIGNERS 800-536-7391 MONDAY-FRIDAY, 8:00 AM-5:30PM EST SATURDAY 9:00AM-5:30PM EST</p> |
| <p>PRODUCT SPECIALIST FOR DETAILED PRODUCT INFORMATION, INCLUDING SPECIAL ORDER UPHOLSTERY 800-535-8776 MONDAY-FRIDAY, 8:00 AM-9:00 PM EST SATURDAY & SUNDAY 9:00AM-5:30PM EST</p> | <p>BUSINESS SALES LARGE SALES ORDERS AND CORPORATE SERVICES 800-536-8375 MONDAY-FRIDAY, 8:00 AM-5:30PM EST SATURDAY 9:00AM-5:30PM EST</p> |

BILL TO

Name _____
Street Address _____
City _____ State _____ Zip _____
Phone (day) _____ (evening) _____
Email _____
Customer ID (in yellow box on back cover of catalog) _____
Key Code (in green box on back cover of catalog) _____

SHIP TO (if different than "Bill To")

Name _____
Street Address _____
City _____ State _____ Zip _____
Phone (day) _____ (evening) _____
 Gift - prices will be omitted from the packing slip and a gift card will be included.
Gift card message (optional): _____

| ITEM # | ITEM NAME | COLOR | MONOGRAM | QTY | PRICE | TOTAL |
|--------|-----------|-------|----------|-----|-------|-------|
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PAYMENT METHOD

Check
 Certificate (* _____)
 Money Order
 Visa MC
 AmEx Discover

Acct. # _____
Exp (MM/YYYY): _____
Signature: _____
Name as it appears on card: _____

SHIPPING & PROCESSING CHARGES

| | |
|------------------------|---------|
| Orders under \$25..... | \$5.95 |
| \$25.01 to \$45..... | \$8.95 |
| \$45.01 to \$65..... | \$11.95 |
| \$65.01 to \$90..... | \$14.95 |
| \$90.01 to \$125..... | \$17.95 |
| \$125.01 to \$200..... | \$20.95 |
| \$200.01 to \$250..... | \$24.95 |
| \$250.01 to \$300..... | \$29.95 |
| \$300.01 and over..... | 10% |

MERCHANDISE TOTAL

| | |
|--|--|
| Gift Wrap (\$4.95 per package) | |
| Shipping & Processing (see chart at left) | |
| Delivery surcharge per item (amount in parentheses after item price) | |
| Express delivery charge (if requested; see info below) | |
| Sales tax (if applicable; see info below) | |
| TOTAL | |

PRICES — Prices are guaranteed until superseded by new catalog.

DELIVERY METHODS — Most of our Standard Delivery items ship the next business day and arrive in 3-7 business days. Larger or bulky items requiring specialized delivery and items shipped directly from our manufacturers may take longer.

STANDARD DELIVERY — Your order is shipped via standard ground service and generally arrives in 3-7 business days. Items ordered at the same time may not be delivered together.

EXPRESS DELIVERY — For even faster delivery, we offer Next Business Day and Two Business Day Express Service. Orders received by 4 p.m. (EST) are shipped the same day. Call for Express Delivery charges.

- Two day service starts at \$9.95
- Next day service starts at \$19.95
- Alaska, Puerto Rico, USVI & Hawaii — service starts at \$9.95 (Express Delivery required)

THRESHOLD DELIVERY* — Large items selected for Threshold Delivery, as indicated in the item description, are delivered via standard truck delivery service. Items are unloaded by the driver and placed inside the first-floor doorway, garage or covered area of your choice. Threshold Delivery does not include unpacking or placement inside your home. Upgrade from Threshold to In Home Delivery is available for \$100 per item.

O/S (OVERSIZED) DELIVERY — Items that are heavy or bulky are subject to an Oversized Delivery surcharge. This charge is listed after the item price.

IN HOME DELIVERY* — Items selected for In Home Delivery, as indicated in the item description, are delivered, unpacked and placed in the room of your choice, and packing materials are removed. Assembly is not included.

**The delivery agent will call to schedule a 4-hour window for delivery, Monday-Friday 8 a.m.-5 p.m. Saturday delivery is available for an additional charge. Delivery is typically 1-2 weeks from the date item is shipped but may vary depending on your residence and location of shipment pickup. A specific time for delivery can be arranged for an additional fee. Freight items can only be shipped within the contiguous United States. Additional charges may apply for delivery to different areas.*

DELIVERY REQUIREMENTS — Surcharges applied to Express, Oversized, Threshold and In Home Delivery options are in addition to regular shipping and processing charges. Shipping charges are not refunded once an item has shipped.

FASTER SHIPPING — We keep most product in stock, housed in our own 1.7 million square foot warehouse. That means we can ship most merchandise within 24 hours of receiving your order.

TAX — Sales tax applies to Merchandise & Shipping. AZ, OH, GA & FL residents as applicable. OK and CO require the purchaser to file a sales or use a tax return when the retailer does not collect sales tax in that state.

BACKORDERS — For backordered items, we make every attempt to provide the most accurate date of shipment. However, these dates are subject to change.

CHARGE — Your credit card will be authorized at the time you place your order, though it will not be charged until the order ships. All delivery charges, however, are charged upon initial shipment regardless of partial or complete order status at that time.

MISPRINTS — Ballard Designs has endeavored to ensure the accuracy of all information. We cannot, however, be responsible for errors or omissions.

SATISFACTION GUARANTEED — We want you to be happy. If for any reason you are dissatisfied with your purchase, return it within 90 days for an exchange, credit or refund (excluding Shipping & Processing fees). All products are guaranteed from defects for a full year.

RETURNS — To return an item, follow the instructions on your packing slip and mail to 8879 Union Centre Boulevard, West Chester, OH 45069. Custom Shop items, cut fabric and monogrammed or personalized items are not returnable. For return policy, go to ballarddesigns.com

WE WANT TO BE WELCOME IN YOUR HOME — Occasionally our mailing lists are made available to other companies. If you want to exclude your name and address from these mailings, please call Customer Service at 800-367-2810. If you are receiving duplicate catalogs or want to be removed from our mailing list, please contact Customer Service or mail in the back covers of your catalogs indicating which address is correct. If you would like to send a catalog to a friend call 1-800-367-2775 with their name and address.

FREE SWATCHES — To make your fabric selections easier, we offer free swatches of all of our fabrics, leathers and most rugs (\$5.95 Shipping & Processing); ten swatch maximum.

SPECIAL ORDERS — For technical questions, including Special Order upholstery, call 800-535-8776, Monday-Friday 8am-9pm; Saturday-Sunday 9am-5:30pm. Please remember that special orders may take longer and are non-cancelable and non-returnable.

MONOGRAMMING — Choose from the font styles and thread colors shown in catalog or online. For three-letter monograms, provide the initials in left-to-right order as you wish them to appear. Please allow one additional week for personalization. Monogrammed items are non-returnable.