

BALLARD DESIGNS

ABOUT THE CHESTERFIELD LOVESEAT

Thank you for your interest in our Chesterfield Loveseat. 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

We designed our Chesterfield Loveseat around the style favored in the 19th century with its single level arms and back which make conversation so easy and comfortable. Each piece is bench-made with a hardwood frame. Custom-turned 4" maple legs stained in a cognac finish with brass casters for easy moving. At the heart of the sofa is a hardwood frame which is generously padded with 4" of high-density urethane/polyester fiber foam. Loveseat comes with three matching down-filled throw pillows.

UPHOLSTERY

Order your Chesterfield Loveseat upholstered in our popular Off-White Twill, or use our Customer's-Own-Material (COM) service to have your Loveseat covered in a fabric you provide.

ASSEMBLY

The Chesterfield Loveseat will arrive with its casters packaged separately. These attach simply by screwing in the leg to the bottom of the Loveseat.

ORDERING AND DELIVERY

To place an order, call 800-535-8776, use the catalog order form or order online at www.ballarddesigns.com. Your Chesterfield Loveseat will be shipped via Truck Delivery which means they will be sent via motor freight carrier. Items difficult to move may require assistance that you will need to provide. *The Truck Delivery Fee is in addition to the Standard S&H charge.* Truck Delivery may be upgraded to In Home Delivery (described on the Order Form of our Catalog) for an additional charge of \$100 per item. 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.

Item

Chesterfield Loveseat

Item

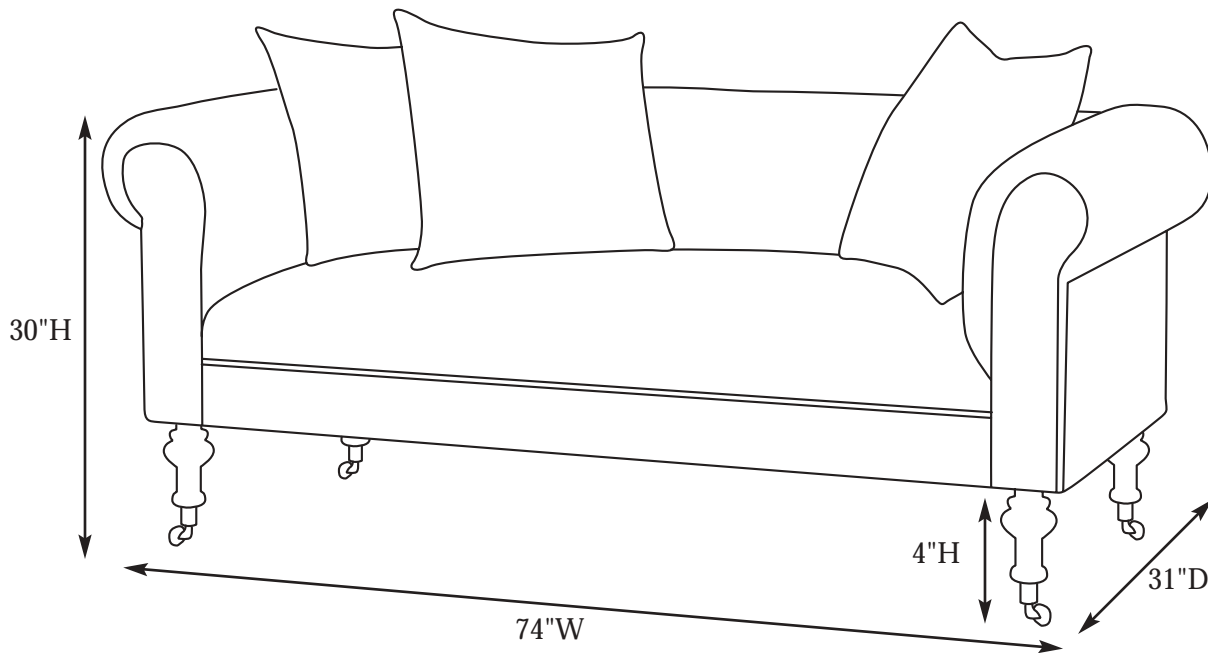
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DIMENSIONS

The Chesterfield Loveseat has a height of 30" with legs. It is 74" wide with a depth of 31".



COM YARDAGE REQUIREMENTS FOR THE CHESTERFIELD LOVESEAT

Plain Fabric	2"-6" Repeat	7"-14" Repeat	15"-20" Repeat	21"-27" Repeat	Center Match or 27"+ Repeat
11½ yds	15½ yds	16 yds	17¼ yds	16 yds	17½ yds

Please 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 THE CHESTERFIELD LOVESEAT

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 the Chesterfield Loveseat 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.

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) _____

4) Please indicate amount and method of payment:

Item Base Price ___ units @ \$_____ each = \$_____
Item Base Price ___ units @ \$_____ each = \$_____
Tax: 7% (GA buyers only) or 5.5% (OH buyers only) \$_____
Truck Charge 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: _____



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

TRUCK 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? ____