



## ABOUT OUR BROCKTON SEATING

*Thank you for your interest in the Brockton Seating.  
If you have any questions not addressed in this information packet, please call 800-535-8776.  
One of our representatives will be glad to assist you.*

### DESIGN & CONSTRUCTION

When you need a dressier look, but still want great comfort, our Brockton Seating could be the house favorite. Kiln-dried hardwood frames have thick poly-foam padding surrounded in a soft layer of dacron for just the right balance of sink-in comfort and support. High backs with rolled tops and wide, generous seats invite the kind of relaxed conversation you rarely associate with finely tailored furniture. Each piece is fully upholstered and hand finished with dressmaker skirt, self-welting and fan pleat at the rolled edges.

### UPHOLSTERY & FINISH

Order your Brockton Seating covered in our popular neutral Off-White Duck or use our Customer's Own Material (COM) service. With the latter option, you supply the fabric and we custom cover your chair or bench (see additional information in this package for details.)

### COM YARDAGE REQUIREMENTS

		2"-14"	15"-24"	25"-27"	28"-36"
<u>Armchair</u>	<u>Plain Fabric</u>	<u>Repeat</u>	<u>Repeat</u>	<u>Repeat</u>	<u>Repeat</u>
Railroaded	5 yds	5.5 yds	5.75 yds	6 yds	6.25 yds
Non-Railroaded	6.5 yds	7 yds	7.25 yds	7.5 yds	7.75 yds
<u>Chair</u>	<u>Plain Fabric</u>	<u>Repeat</u>	<u>Repeat</u>	<u>Repeat</u>	<u>Repeat</u>
Railroaded	4.5 yds	5 yds	5.25 yds	5.5 yds	5.57 yds
Non-Railroaded	6 yds	6.25 yds	6.5 yds	6.75 yds	7 yds
<u>Bench</u>	<u>Plain Fabric</u>	<u>Repeat</u>	<u>Repeat</u>	<u>Repeat</u>	<u>Repeat</u>
Railroaded	7 yds	8 yds	8.25 yds	8.5 yds	8.75 yds
Non-Railroaded	9 yds	10 yds	10.25 yds	10.5 yds	11 yds

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

### DIMENSIONS

Arm Chair Height 39", Seat Height 19", Seat Depth 17", Width 27", Chair Depth 27", Arm Height 24"  
Chair Height 39", Seat Height 19", Seat Depth 17", Width 19", Chair Depth 27"  
Bench Height 39", Seat Height 19", Seat Depth 17", Width 52", Chair Depth 27"

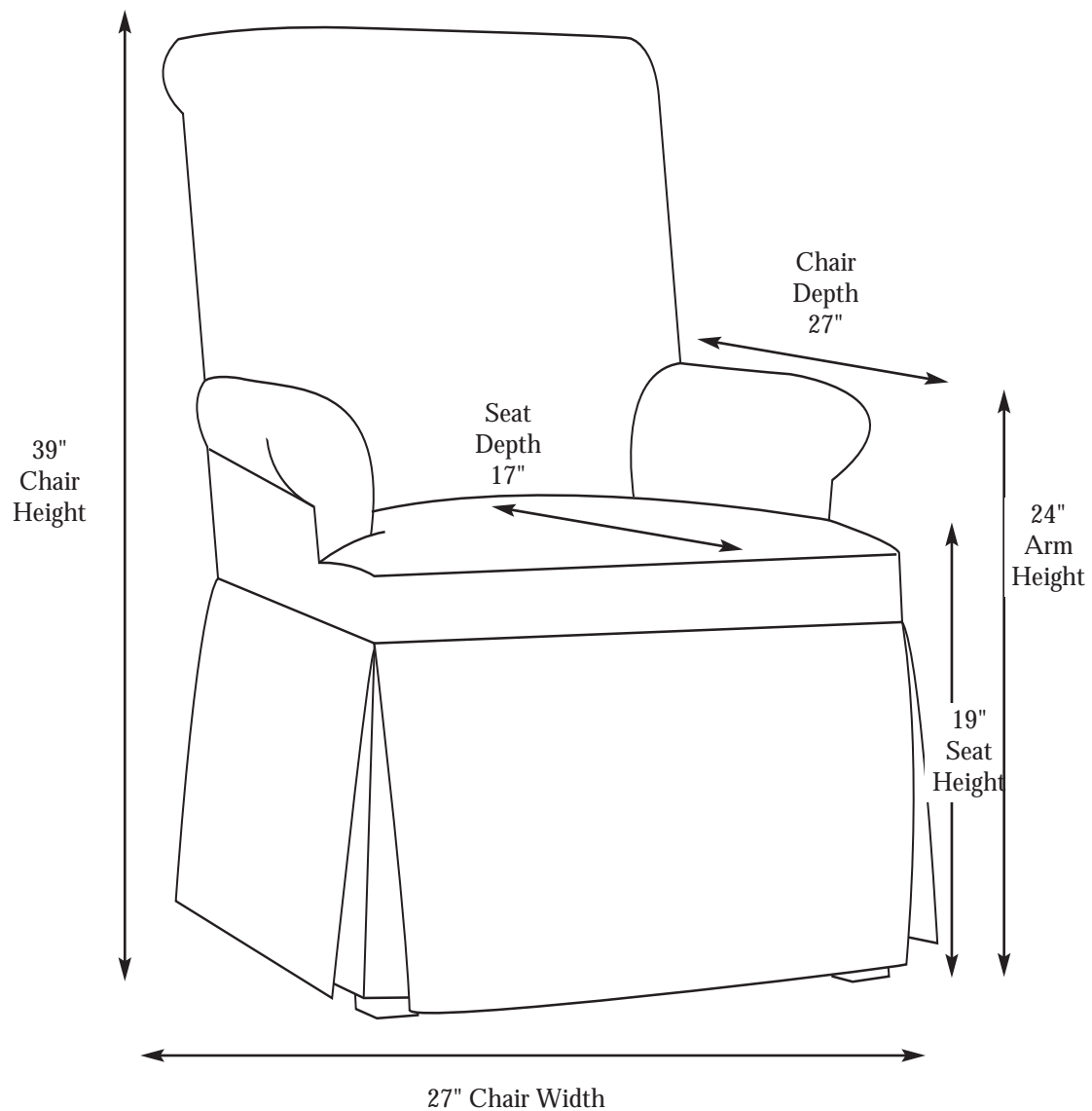


#### ORDERING AND DELIVERY

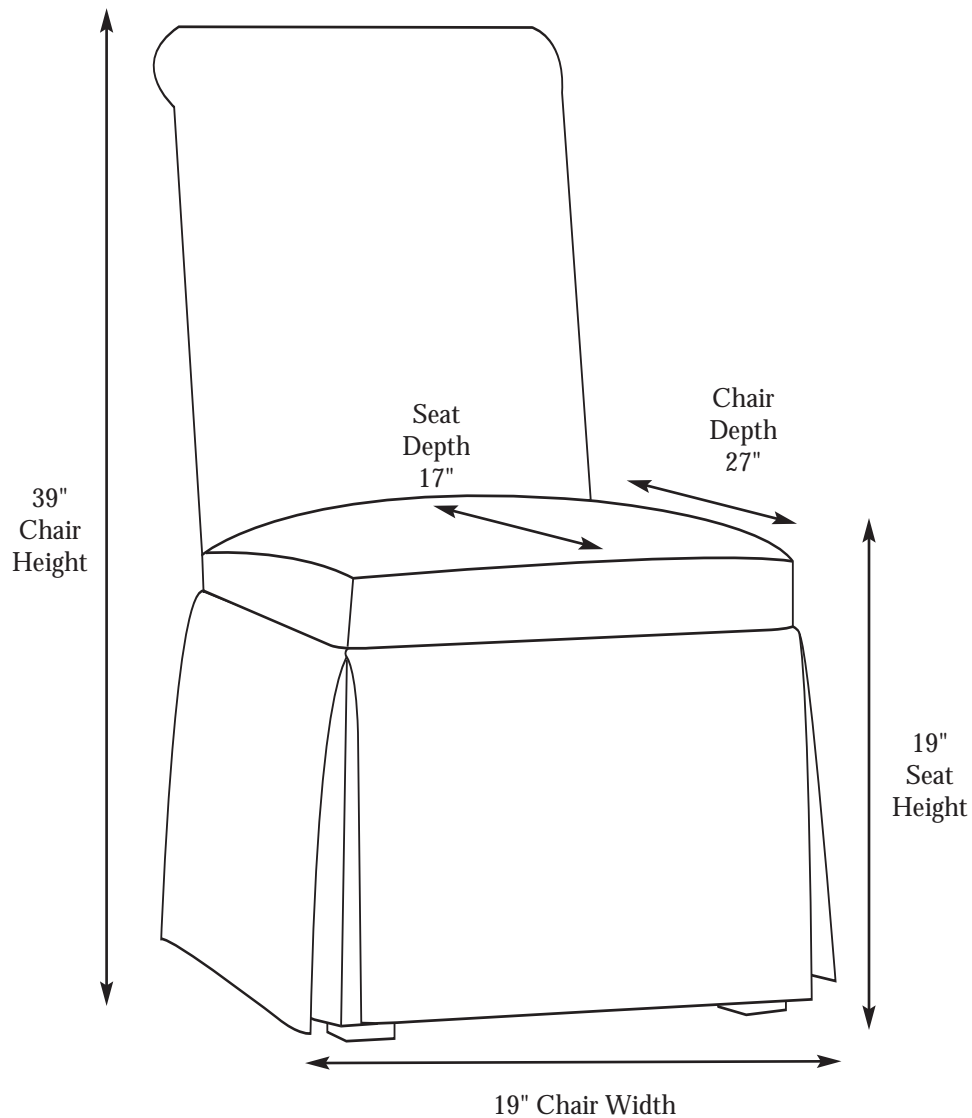
To order, call 800-535-8776, use the catalogue order form or order online at [www.ballarddesigns.com](http://www.ballarddesigns.com). Your Chair or Bench will be shipped via Truck. Expect delivery 6 to 8 weeks after your fabric arrives. As always, if you have any questions, please call us at 800-535-8776. With COM concerns, please ask to speak with one of our Product Specialists.

<u>ITEM</u>	<u>ITEM #</u>
Brockton Chair	#UD006
Brockton Armchair	#UD005
Brockton Bench	#UB003

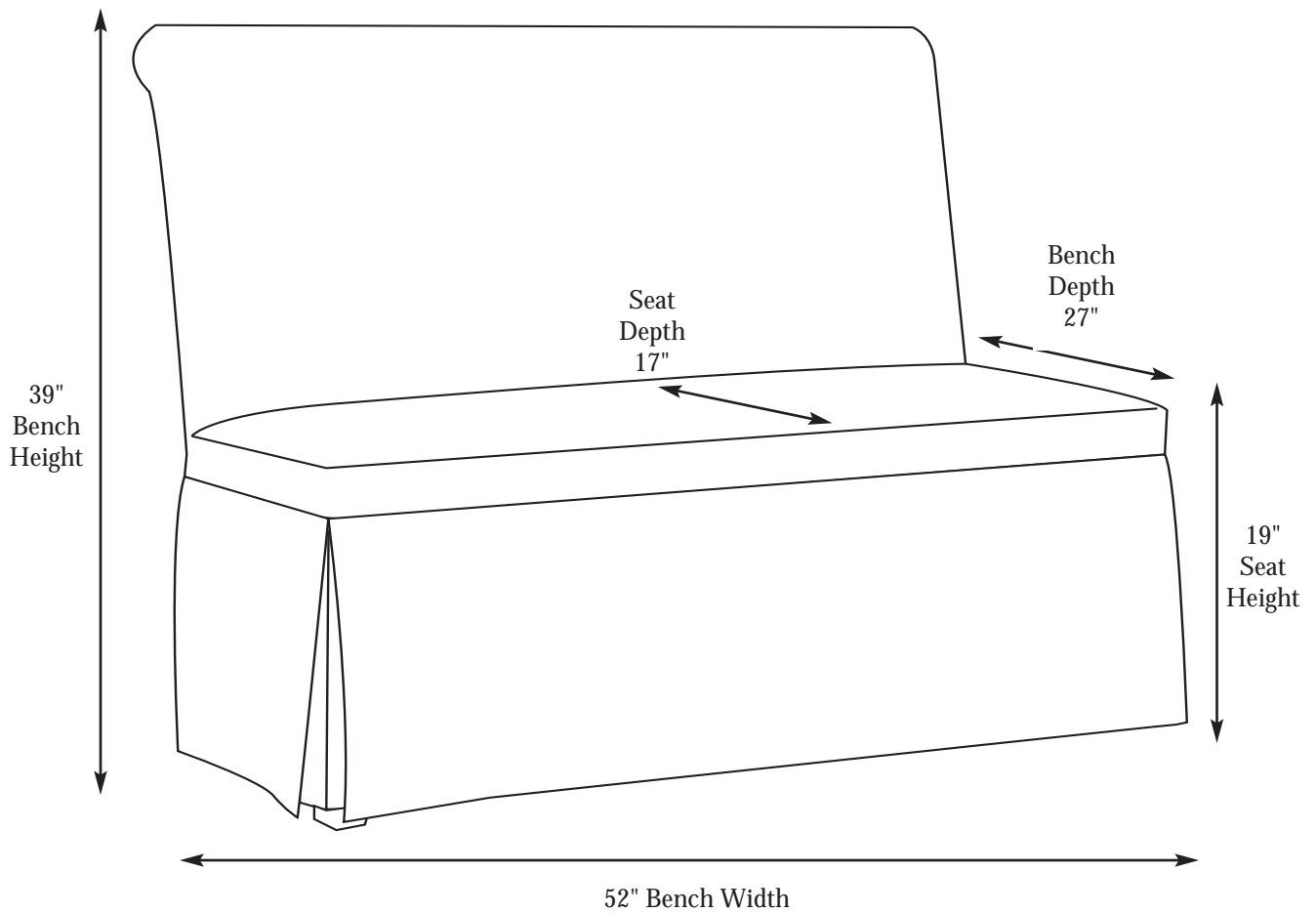
## ABOUT BROCKTON ARMCHAIR UD005



## ABOUT BROCKTON CHAIR UD006



## ABOUT BROCKTON BENCH UB003





## ABOUT BALLARD'S "CUSTOMIZED" UPHOLSTERED FURNITURE

*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.

- Before sending your fabric to us, please inspect it for flaws.
- If your fabric is woven with a front and a back, please clip off the bottom corner of the order form and pin it to the side of your fabric that you prefer as the front facing up.
- Due to fabric thickness we cannot use such materials as leather, vinyl, rugs, quilted pieces or bed sheets for COM.
- 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.
- Please note if you are ordering multiples and using a fabric with a large repeat, additional fabric may be required
- All fabric should be sent on a bolt, not folded.

### ORDERING

If you are ordering the Brockton Seating 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 upholstery, 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 item; please call for swatches and additional information.

**5568 West Chester Rd. • West Chester, OH 45069 • 800-535-8776 • [www.ballarddesigns.com](http://www.ballarddesigns.com)**

# COM UPHOLSTERED FURNITURE ORDER FORM

**ALL INFORMATION MUST BE COMPLETE OR YOUR ORDER WILL BE DELAYED**

**1) Please check one of the following boxes:**

☐ I am ordering item number(s) ☐ UD006 Brockton Chair, ☐ UD005 Brockton Armchair, ☐ UB003 Brockton Bench to be upholstered 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) \_\_\_\_\_

**Please indicate amount and method of payment:**

Item Base Price \_\_\_\_ units @ \$\_\_\_\_\_ each = \$\_\_\_\_\_

Item Base Price \_\_\_\_ units @ \$\_\_\_\_\_ each = \$\_\_\_\_\_

Tax: 8% (GA buyers only) or 6.5% (OH buyers only) \$\_\_\_\_\_

Standard S&H Charges \$\_\_\_\_\_

Truck 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.

**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 \_\_\_\_\_ Date \_\_\_\_\_

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.



**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 cannot adjust, 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 at 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? \_\_\_\_