

# BALLARD



# DESIGNS®

## ABOUT THE MARSHALL COLLECTION

*Thank you for your interest in our Marshall 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 AND CONSTRUCTION

Our Marshall Collection is tailored enough for evening guests and relaxed enough for shoes-off weekend lounging. Engineered hardwood frame is kiln-dried and bench-made in the USA. Handcrafted with mortise-and-tenon joints and double doweled for added strength. Deeply padded, rolled arms and cushions are hand finished with crisp, self-piped seams. Seat cushions are filled in luxurious down blend for that hard-to-find mix of sink-in comfort and support.

### UPHOLSTERY

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

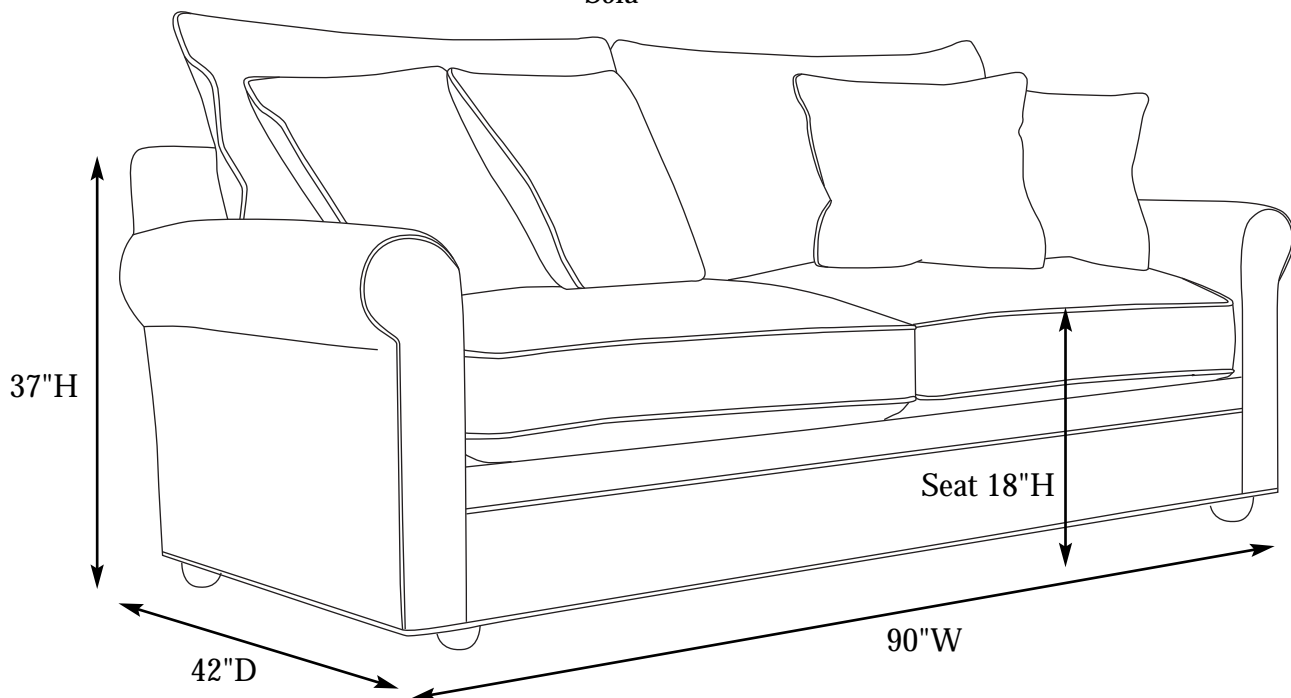
### ORDERING AND DELIVERY

To place an order, call 800-535-8776, use the catalog order form or order online at [www.ballarddesigns.com](http://www.ballarddesigns.com). Your Marshall furniture will be shipped via In Home Delivery. With this hassle-free service, you make a convenient delivery appointment with our shippers. They carry your new furniture into your home, unpack it and place it anywhere you like. Then, they remove the packing materials. *In Home Delivery charges are in addition to the Standard S&H charge.* (Additional charges may apply for special items such as multiple floor placement or difficult to access areas). 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.

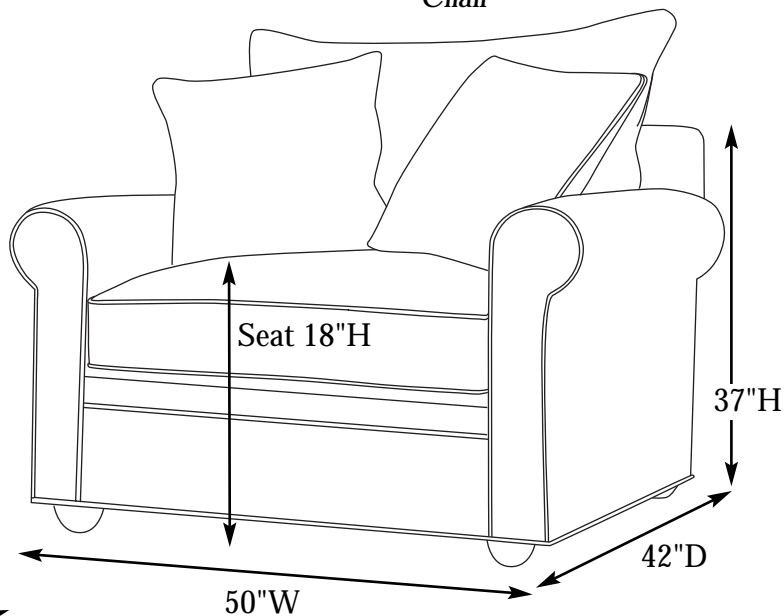
<u>ITEM</u>	<u>ITEM #</u>
Marshall Sofa	#US026
Marshall Chair	#UC032
Marshall Ottoman	#UO025
Marshall Chair & Ottoman	#UC040

## ABOUT THE MARSHALL COLLECTION

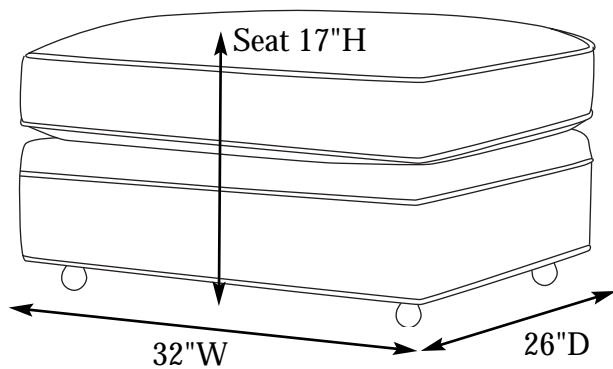
*Sofa*



*Chair*



*Ottoman*





**CUSTOMER'S-OWN-MATERIAL (COM) YARDAGE  
REQUIREMENTS FOR THE MARSHALL COLLECTION**

<u>Item</u>	<u>Item #</u>
Sofa (with 4 matching Throw Pillows)	#US026
Chair (with 2 matching Throw Pillows)	#UC032
Ottoman	#UO025
Chair & Ottoman	#UC040

**COM YARDAGE REQUIREMENTS FOR MARSHALL COLLECTION**

**Railroaded Fabric**

<u>Item</u>	<u>Plain Fabric</u>	<u>1"-14" Repeat</u>	<u>15"-24" Repeat</u>	<u>25"-27" Repeat</u>	<u>28"-36" Repeat</u>
Sofa	21 yds	23 yds	24 yds	25 yds	26 <sup>1</sup> / <sub>4</sub> yds
Ottoman	5 yds	5 <sup>1</sup> / <sub>2</sub> yds	6 yds	6 yds	6 <sup>1</sup> / <sub>4</sub> yds
Chair	12 yds	13 <sup>1</sup> / <sub>2</sub> yds	14 yds	14 <sup>1</sup> / <sub>2</sub> yds	15 yds

**Non-Railroaded Fabric**

<u>Item</u>	<u>Plain Fabric</u>	<u>1"-14" Repeat</u>	<u>15"-24" Repeat</u>	<u>25"-27" Repeat</u>	<u>28"-36" Repeat</u>
Sofa	27 <sup>1</sup> / <sub>2</sub> yds	29 <sup>1</sup> / <sub>2</sub> yds	30 <sup>1</sup> / <sub>2</sub> yds	31 <sup>1</sup> / <sub>2</sub> yds	33 yds
Ottoman	6 <sup>1</sup> / <sub>2</sub> yds	7 <sup>1</sup> / <sub>2</sub> yds	7 <sup>1</sup> / <sub>4</sub> yds	7 <sup>1</sup> / <sub>2</sub> yds	8 yds
Chair	16 yds	17 yds	17 <sup>1</sup> / <sub>2</sub> yds	18 yds	19 yds

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

## ABOUT BALLARD'S "CUSTOMER'S-OWN-MATERIAL" SERVICE FOR THE MARSHALL COLLECTION

*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 Marshall furniture 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 a small swatch of your fabric (at least 1" Sq.) and staple it to your order form with the correct side facing up. 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.

## 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. (Please note: upholstering with vertical-print fabrics generally requires more yardage than is needed with horizontal-print fabrics; see below.)

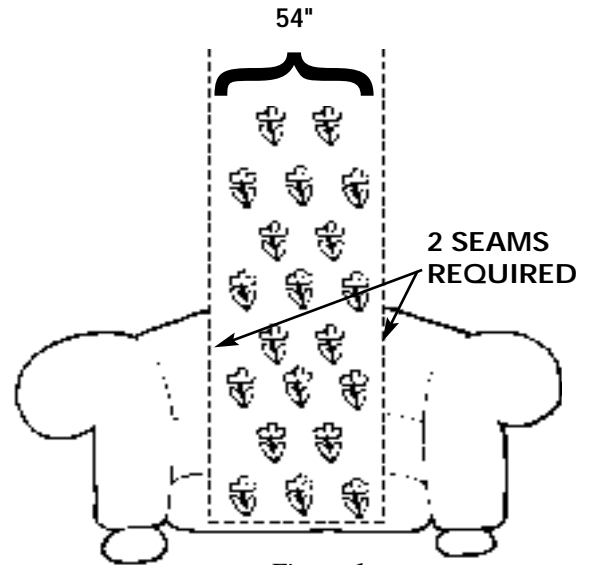


Figure 1

### RAILROADED FABRIC:

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



Figure 2

Such horizontal-print fabrics can be “railroaded.” 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.

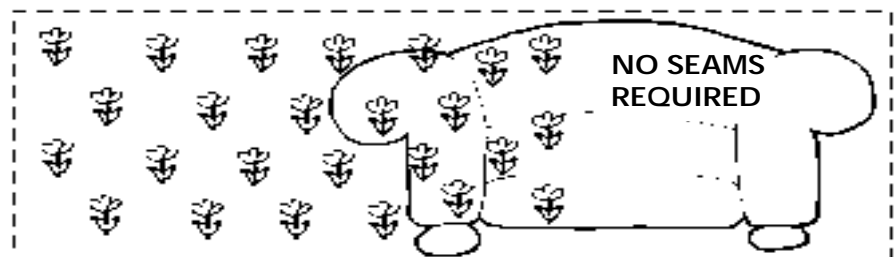


Figure 3

# COM UPHOLSTERED FURNITURE ORDER FORM

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

**\* PLEASE COMPLETE THE DELIVERY CHECKLIST**

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

I am ordering item number(s) \_\_\_\_\_ 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)**.

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: OH residents, GA and FL residents as applicable. \$ \_\_\_\_\_

In Home Delivery 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.

**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 \_\_\_\_\_

**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.



**IN HOME 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 assist, a quote will be needed 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? \_\_\_\_