

# BALLARD DESIGNS®

## ABOUT THE FRANCIE SWIVEL CHAIR

*Thank you for your interest in our Francie Swivel Chair. 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

Hardwood frame is artisan crafted in North Carolina with comfy 360° swivel seat. Expertly upholstered.

### UPHOLSTERY & OPTIONS

Order your Francie Swivel Chair with any of the following Fabric Options: **1)** Off-White Twill; **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 & DELIVERY

To place an order, call 800-535-8776 or order online at [ballarddesigns.com](http://ballarddesigns.com).

## CUSTOMER'S-OWN-MATERIAL (COM) INFORMATION FOR THE FRANCIE SWIVEL CHAIR

### 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
Francie Swivel Chair	UC167	4 yd	5 <sup>3</sup> / <sub>4</sub> yd	6 yd	6 <sup>3</sup> / <sub>4</sub> yd	7 yd

#### RAILROADED

Item	Item#	Plain Fabric	1"-14" Repeat	15"-24" Repeat	25"-27" Repeat	28"-36" Repeat
Francie Swivel Chair	UC167	4 yd	4 <sup>3</sup> / <sub>4</sub> yd	5 yd	5 <sup>1</sup> / <sub>4</sub> yd	5 <sup>1</sup> / <sub>2</sub> yd

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

# BALLARD DESIGNS®

## 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.***

## 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.)

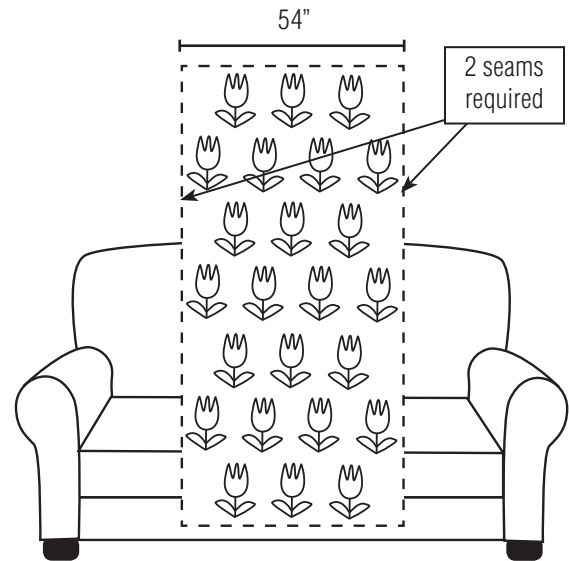


Figure 1

### RAILROADED FABRIC:

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

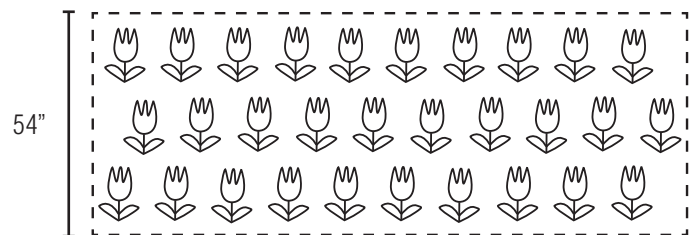


Figure 2

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.

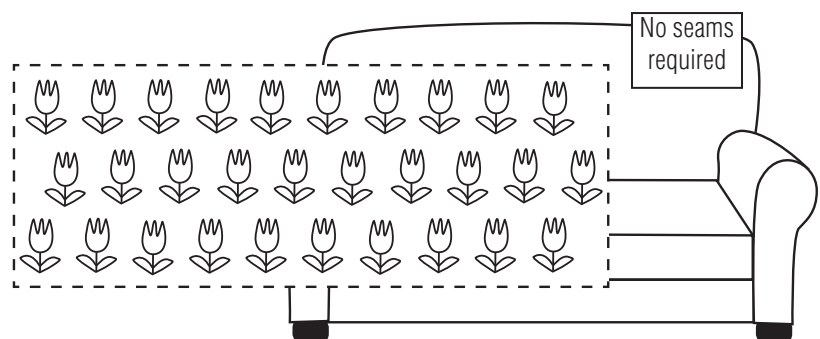


Figure 3

## ABOUT THE FRANCIE SWIVEL CHAIR

DIMENSIONS\* SEE NOTE

FRANCIE SWIVEL CHAIR (UC167)



\*Due to manufacturing variances, all upholstery dimensions can vary up to <sup>1</sup>/<sub>2</sub>".

## COM UPHOLSTERED ORDER FORM

ALL INFORMATION MUST BE COMPLETE OR YOUR ORDER WILL BE DELAYED

- 1) Please check one of the following boxes:

☐ I am ordering: ☒ **UC167 Francie Swivel Chair** 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 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: AZ, OH, NY, GA and FL residents as applicable. \$ \_\_\_\_\_

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. ***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.