

# CUSTOM + BALLARD DESIGNS®

## ABOUT THE ROBBIE CHAIR

Thank you for your interest in our Robbie 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

Notched arms and deep seat cushions are extra wide for curl-up comfort. Fully upholstered hardwood frame. With our Custom + Robbie Chair, you become the designer. Pick your favorite base fabric, and then customize it with your choice of welt, button tufts, seat and cushions.

### YOU CAN SELECT CONTRAST WELT IN PLACE OF STANDARD MATCHING WELT

- Contrast Welt (additional fabric required)
- Matching Welt (comes standard if other options not chosen)

### YOU CAN SELECT CONTRAST FABRIC FOR THE CUSHION ( Seat & Back).

- Contrast Cushion (additional fabric required)
- Matching Cushion (comes standard if other options not chosen)

### YOU CAN SELECT CONTRAST BUTTON IN PLACE OF STANDARD MATCHING BUTTON (ONLY AVAILABLE FOR CHAIR)

- Contrast Button (additional fabric required.)
- Matching Button (comes standard if other options not chosen)

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

### FABRIC REQUIREMENTS

Please Note: All fabric must be at least 54" wide.

NON-RAILROADED								
ITEM #	PLAIN FABRIC	1"-14" REPEAT	15"-24" REPEAT	25"-27" REPEAT	28"-36" REPEAT	CONTRAST CUSHIONS	CONTRAST WELT	CONTRAST BUTTON
UC264	6½ yd	6½ yd	7½ yd	8 yd	8½ yd	5 yd	1 yd	1 yd

RAILROADED								
ITEM #	PLAIN FABRIC	1"-14" REPEAT	15"-24" REPEAT	25"-27" REPEAT	28"-36" REPEAT	CONTRAST CUSHIONS	CONTRAST WELT	CONTRAST BUTTON
UC264	6½ yd	6½ yd	7 yd	7½ yd	7½ yd	5 yd	1 yd	1 yd

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

OP540 1/20

5568 West Chester Rd. • West Chester, OH 45069 • 800-535-8776 • ballarddesigns.com

# 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
- Fabric with flaws
- Sheets
- Rugs
- Quilted pieces
- 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.

OP540 1/20

5568 West Chester Rd. • West Chester, OH 45069 • 800-535-8776 • ballarddesigns.com

# BALLARD DESIGNS

## 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.)

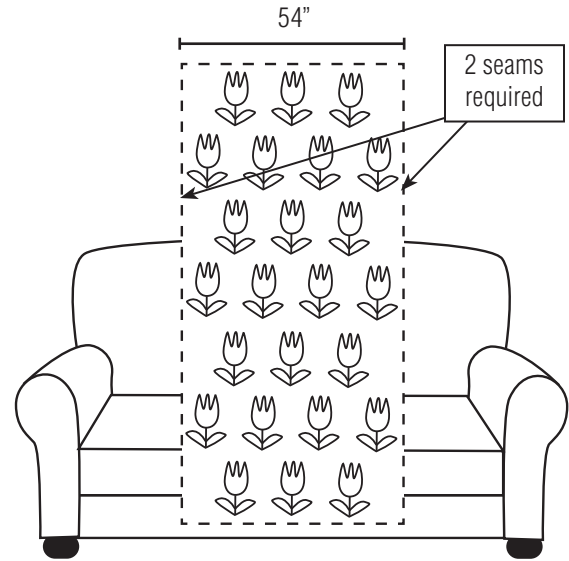


Figure 1

### RAILROADED FABRIC:

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

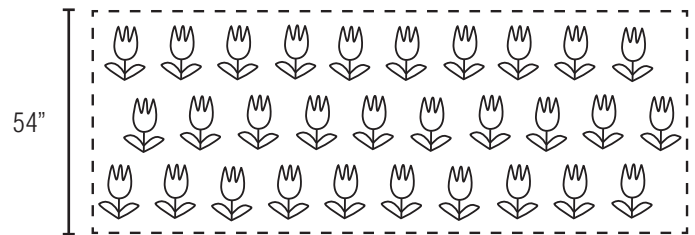


Figure 2

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.

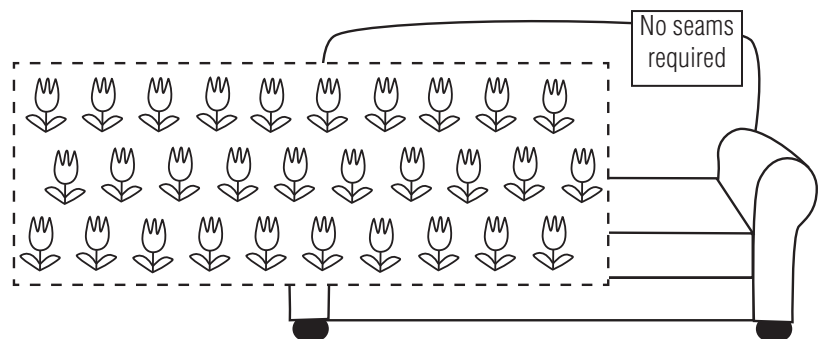


Figure 3

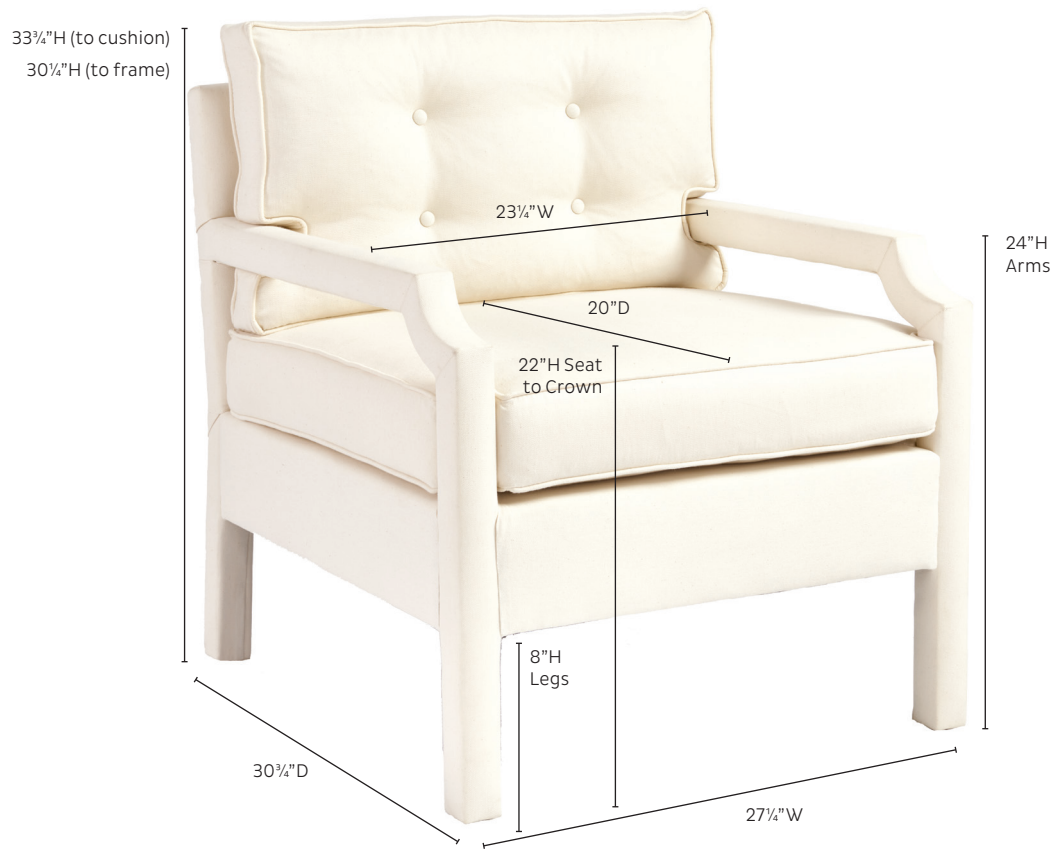
OP540 1/20

# BALLARD DESIGNS

## ABOUT THE ROBBIE CHAIR

DIMENSIONS\* SEE NOTE

ROBBIE CHAIR (UC264)



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

OP540 1/20

5568 West Chester Rd. • West Chester, OH 45069 • 800-535-8776 • ballarddesigns.com



# COM UPHOLSTERED ORDER FORM FOR THE ROBBIE CHAIR

ALL INFORMATION MUST BE COMPLETE OR YOUR ORDER WILL BE DELAYED

1) Please check one of the following boxes:

I am ordering:  UC264 Robbie Chair

to be upholstered in my own material. I have enclosed the specified amount of continuous yardage (multiple pieces cannot be accepted).

2) Please clip a piece of your Base Fabric to the right with the correct side facing up.



3) If you want to add Contrast Seat & Back, Contrast Welt or Contrast Buttons, please complete this section & below (Otherwise will come with all base fabric)

**Contrast Seat & Back Cushion (Additional fabric required)**

**Contrast Welt (Additional fabric required)**

**Contrast Buttons (Additional fabric required)**

4) Please complete, if applicable:

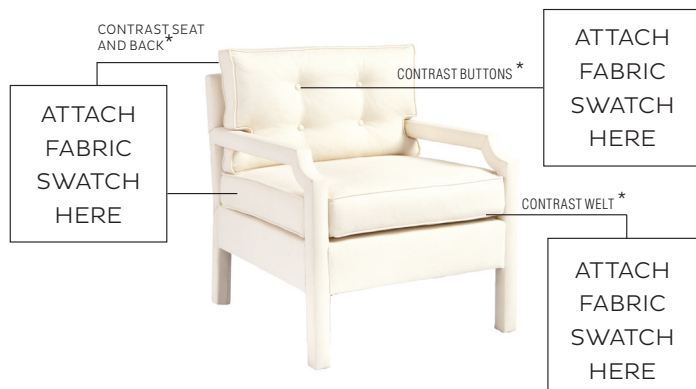
Place the design/pattern of my material in the following manner \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

## OPTIONAL CONTRAST FABRIC

### ADDITIONAL FABRIC NEEDED

- Contrast Seat & Back            - Refer to yardage chart
- Contrast Welt                    - Refer to yardage chart
- Contrast Buttons                - Refer to yardage chart



OP540 1/20



# COM UPHOLSTERED ORDER FORM FOR THE ROBBIE CHAIR

ALL INFORMATION MUST BE COMPLETE OR YOUR ORDER WILL BE DELAYED

5) Please provide all of the following shipping information:

Ship my order to the following name and address: Name: \_\_\_\_\_

Daytime phone (\_\_\_\_\_) \_\_\_\_\_-\_\_\_\_\_ Address: \_\_\_\_\_

Evening phone (\_\_\_\_\_) \_\_\_\_\_-\_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

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: Please see [Ballarddesigns.com/salestax](http://Ballarddesigns.com/salestax) for applicable states. \$\_\_\_\_\_

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

Threshold Charges \$\_\_\_\_\_

TOTAL PRICE \$\_\_\_\_\_

[ ] CHARGE: Circle type of card and fill in all blanks. VISA DISCOVER MASTERCARD AMEX

Account # \_\_\_\_\_

Expiration Date (required) \_\_\_\_\_

Cardholder's Signature: \_\_\_\_\_ Print Name \_\_\_\_\_

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.

6) 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 \_\_\_\_\_ Print Name \_\_\_\_\_ Date \_\_\_\_\_

7) When complete, send this form and your fabric to us, using the label below.

RETURN TO: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

**BALLARD DESIGNS**

ATTN: BALLARD DESIGNS CALL CENTER  
 COM DEPT. - GATE 51  
 5568 WEST CHESTER ROAD  
 WEST CHESTER, OH 45069

OP540 1/20

For convenience and accuracy, cut out the box above and use it as a mailing label on your package.



## THRESHOLD DELIVERY CHECKLIST MUST BE INCLUDED WITH ORDER

Your Name: \_\_\_\_\_

Ship to Name: \_\_\_\_\_

Shipping Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

Ship to Contact Name: \_\_\_\_\_

Ship to Contact Phone #: \_\_\_\_\_

Email, if available: \_\_\_\_\_

### DELIVERY

- The delivery date is available when your order is placed.
- Threshold deliveries are typically made 2-3 weeks from shipment.
- The delivery agent will call to schedule the delivery; please share any restrictions with them at that time.
- Deliveries are made M-F between 8am-5pm with a 4hr window.
- The agent will set the item inside the first floor doorway or covered area; Assembly is NOT included dispose of packaging materials is NOT included. Please plan to dispose of the packaging after delivery.
- If you see damage to the box or the item, please contact us before accepting the delivery.

I have read and understand the requirements necessary for delivery.

\_\_\_\_\_  
Authorized Signature

\_\_\_\_\_  
Date