



You buy – we apply

The IDEON COM/COL Program

Don't like our huge offering of designer materials and leathers? Fine – buy your own! Seriously, we're OK with it. In fact, we encourage it. Because we want you to be happy with your IDEON product and we'll do everything we can to make it happen.

That's why we designed our COM/COL (customer's own material/customer's own leather) program to make your custom order as quick and easy as possible. IDEON customer support has a ginormous database of tested, pre-approved fabrics right at their fingertips. So just let us know what you're thinking and we'll get to work.

How it works

When placing a COM/COL order, please follow these simple steps:

1. Contact your IDEON customer support representative to verify if your COM/COL has been pre-approved. If so, please skip to #3. If it has yet to be tested or approved, please continue to the next step.
2. COM must be approved by IDEON before acceptance of an order. Please send a one-yard sample along with the COM/COL form to the following address for testing:

IDEON COM/COL
Customer Support Department
6415 Katella Ave
Suite 200
Cypress, CA 90603
3. When your COM/COL has been approved, send COM/COL freight prepaid to the ship-to address below along with the following information marked on the outside of the packaging:
 - a. Dealer Name
 - b. Dealer Purchase Order Number
 - c. IDEON Acknowledge Number
 - d. Textile company name, textile name, color and description

4. COM/COL orders will not be scheduled for production or acknowledged with a ship date until IDEON receives, inspects and approves the upholstery.

COM/COL Ship-to Address

IDEON
 COM/COL Department
 11870 Monarch Street
 Garden Grove, CA 92841

To ensure material arrives as one complete piece, please include the following statement on your P.O. to the textile company: “*COM consumption on one continuous piece.*” Also, remember to specify the following information: application instructions for striped, patterned or reversible fabrics. In the absence of any special instructions, IDEON reserves the right to use its own judgment and will apply the fabric in what is determined to be the best manner.

Additional Repeat Yardage Requirements.

Yardage requirements shown in price list are for non-direction fabrics based on 54” wide fabric. Please add the appropriate percentage of material as listed in the chart below.

Max. Repeat	Fabric Width			
	54”	50”	48”	36”
0	0%	10%	15%	55%
1-3”	5%	15%	25%	55%
4-6”	15%	20%	25%	75%
7-14”	30%	45%	45%	80%

> 14” Contact Customer Support for requirements.

COM—Customer’s Own Material

“COM” might be the root of “comedy,” but we’re not kidding around when it comes to making your custom materials look spectacular on our furniture. So, there are few things you should know about using our program.

1. IDEON cannot be held responsible for appearance, behavior, color accuracy, durability, performance or weaving of COM materials. All Responsibility for COM shipments is between the customer and the textile manufacturer.
2. IDEON cannot predict, nor be responsible for, how an upholstery material wears in an installation setting. We will not be held responsible for wear, fading, stretching or performance of any

covering materials whether supplied by the customer or by our sources.

3. While we inspect fabrics for mill imperfections, some are difficult to recognize. IDEON cannot be responsible for defects, color inaccuracies, dye lot variations and other such flaws. When this occurs, the customer will be notified with an explanation of the problem. Additional COM may be required.
4. IDEON assumes no responsibility for the flame retardancy of a COM. Customers are solely responsible for making sure that COM complies with all applicable codes and regulations.
5. We reserve the right to reject any covering that, in our professional opinion, is unsuitable for upholstery purposes. IDEON's approval signifies only that the material in question can be applied to the product for which intended. Such approval does not constitute any responsibility nor any warranty on the part of IDEON as to the appearance, behavior or durability of the COM. In no instance shall IDEON be held responsible for unsatisfactory results due to the use of the covering unsuitable for our manufacturing methods.
6. IDEON cannot be held responsible for unsatisfactory results in the application of COM and a written release from the customer may be required before the order is processed.
7. IDEON is not responsible for yardage submitted to us beyond the required amount. Excess COM will be held in-house up to 90 days and will be recycled after that. If you require your COM yardage returned, please contact customer support to make arrangement. You will be responsible for delivery charges. There will be no warranty on COM.

COL—Customers Own Leather

Remember that nasty old leather jacket your friend's dad used to squeeze into? Just a quick reminder that cheap, poor-fitting leather is not a pretty sight. That's why we maintain strict quality standards when accepting your leather. It's for your own good. Trust us.

1. Customer's leather must meet standards set by IDEON. Leather upholstery materials are of the finest quality. Because leather is a natural product, variations of texture are common and should be expected. Leather will contain natural markings such as neck wrinkles, scratches, backbone marks and stretch marks. These distinctions give leather its unique characteristics and are considered to be a part of the natural beauty of leather.
2. COL hides must be rolled for shipments to IDEON in a neat manner, avoiding creases and excess roll marks. Leathers that are received folded maybe subject to rejection.
3. Leather footage requirement listed in the price list refer to useable leather footage that meets the standards listed above. Calf hides must be at least 30 square feet of clean useable matching hides. When

specifying calf hides, add 15% to COL requirements shown in the price list.

4. IDEON cannot be held responsible for unsatisfactory results in the application of COL and a written release from the customer may be required before the order is processed.
5. IDEON is not responsible for yardage submitted to us beyond the required amount. Excess COL will be held in-house up to 90 days and will be recycled after that. If you require your COL yardage returned, please contact customer support to make arrangement. You will be responsible for delivery charges. There will be no warranty on COL.