

Whether it's that worn favorite chair or a family heirloom, the KCI furniture refurbishing and upholstery plants can put a spark of life back into any piece of furniture.

KCI's upholstery and refurbishing plant takes great pride in providing quality service to organizations such as, state agencies, local government, non-profit organizations, hospitals, and residential. Kentucky regulations prohibit Kentucky Correctional Industries to provide goods and services outside the state of Kentucky.

While pick-up service is available to state agencies and private businesses, individual orders must be brought to the KCI Central warehouse (Frankfort). Your furniture will be sent to the plant for a cost estimate.



KCI offers a large variety of fabric. To view fabric samples please visit our central office showroom.

**Due to the uniqueness of working with inmate labor within an institutional environment, deadlines/production**

**may be compromised or altered. KCI will make every effort to communicate this to our customers should those instances arise.**

Kentucky Correctional Industries  
1041 Leestown Road, Highway 421 South  
Frankfort, KY 40601  
ph. 502-573-1040  
1-800-828-9524

KCI has a variety of wood and stain selections; cherry, mahogany, maple, walnut, oak, ash and more. Below are examples of various finishes:



Cherry



Mahogany



Honey Oak



Walnut

before



After!

We also refurbish metal items such as file cabinets and outdoor furniture. Refurbishing metal is completed through a process, which starts with oven-baking the metal to strip off the old paint, and then the metal is dipped in a chemical bath for corrosion resistance & paint adhesion. From there your item is powder coated and baked with your selected paint color, which will have your metal item looking like new again. Below are some basic sample colors:

**POWDER COATS**



BLACK



BLUE



BROWN



PUTTY



WHITE



GRAY

**KCI FURNITURE  
REUPHOLSTERY  
& REFURBISHING  
FREQUENTLY  
ASKED  
QUESTIONS**

This handy guide answers questions that many customers have concerning KCI furniture reupholstery and refurbishing services.

## KCI Reupholstery & Refinsh FAQ's

Q: What exactly does KCI reupholster and refinish?

A: KCI reupholsters and refinishes many items such as sofas, chairs and wood furniture.

Q: What is the procedure to have my item reupholstered?

A: Bring your furniture to KCI Central Showroom/Warehouse on Highway 421 Leestown Rd in Frankfort. A salesperson fills out proper paperwork. We will then send the furniture to our plant.

Q: When is the best time to bring in my furniture?

A: 8:00 a.m. – 3:30 p.m., Monday through Friday.

Q: How much does reupholstering cost?

A: This depends if you provide your own fabric or select fabrics here at KCI. It is \$30 per yard application fee if you supply your own fabric. There is a \$25 per yard application fee if you purchase your fabric from us. We have an extensive fabric room available.

Q: What is your price range of in-house fabrics?

A: This varies widely, when you decide to purchase fabric from KCI our sales representative will contact the vendor and can give you a per yard price.



revised 7/10

Q: Can you give me an estimate of how much it will cost to reupholster my item at your showroom?

A: Your furniture will be estimated at our plant. We do not estimate furniture at our showroom.

Q: How many yards of fabric will I need?

A: You will be informed once the plant has completed your furniture estimate. At that time you will be informed of the amount of fabric needed to reupholster your furniture. KCI also has an estimate chart. This is not exact, but is a good guide to better gauge approximate yardage of fabric needed.

Q: Are there extra costs associated with reupholstering furniture?

A: There can be if your item may need extra work. Other costs may include, but are not limited to cushions, springs, gimping, tufting and wood refinishing.

Q: How long does it take to get an estimate?

A: KCI usually sends a truck to the plant once a week. You can expect estimates within 2 weeks. **You then have 2 weeks to either accept or decline the estimate. Due to the high demand of this service, items will be returned to the KCI Warehouse that have been quoted and have exceeded this 2 week decision time frame. A \$25.00 charge will apply for transportation of these items to our central office warehouse. Items that are returned and left over 45 days in our central office warehouse will be donated to charity.**

Q: Once I receive my estimate how do I pay?

A: The most efficient way is to phone KCI Accounts Receivable a Visa or Mastercard payment. You may also pay with a check or money order made payable to *Kentucky State Treasurer* and drop it off at KCI Central Showroom location at 1041 Leestown Rd, US 421 South, Frankfort, KY 40601.

Q: Can I take my furniture and/or upholstery to the plant to speed up the process?

A: Due to security reasons we can't accept furniture or upholstery from outside sources (i.e. individuals, businesses, state employees) at our plants. Only KCI may deliver or pick-up your furniture at our plants.

Q: Does KCI pick-up and deliver?

A: KCI will both pick-up and deliver to state agencies and businesses. Due to state law KCI can't pick-up or deliver at personal residences.

Q: Once an estimate is completed who will contact me?

A: KCI staff will email or phone you with an estimate. (Payment from private individuals is due when estimate is completed, and before work can begin).

Q: What is the total time involved to have my furniture reupholstered?

A: It varies widely depending on the work load at the time, but on average 8 to 12 weeks.

Q: How will I know when my furniture is ready for pick-up?

A: Our warehouse staff will call you when your furniture has arrived and is ready for pick-up.

