



## **TERMS AND CONDITIONS** valid as at 2018

### **Quilt security;**

We will contact you when we receive your quilt to make sure all the details are correct before we begin work.\*

Your quilts are unpacked and placed in air sealed containers until their place in the quilting schedule is open.

They are then prepared, quilted, finished and readied for return shipping.

We treat your quilt with care and consideration at all times.

### **Quality Assurance;**

We use only the best quality products to help you create your family heirloom and use Australian made products wherever possible.

We have a non smoking quilting environment.

### **Wash backing service;**

If you request your quilt backing to be washed, we use a low allergy detergent followed by a rainwater rinse and air dry.

If pressing is required we use scent free products.

### **E2E 7 day express service\*;**

We endeavour to have quilts using E2E (Edge to Edge) designs shipped within 7 days, however some things are beyond our control, for example; seasonal events may prevent the return of your quilt within the 7 day timeframe.

7 day express does not apply to quilts requiring our washing or binding service.

### **Custom quilting;**

Custom quilting requires a large time slot in the quilting schedule, some quilts take more time to complete, please allow up to 6 weeks, however we do try to get them finished and returned in a timely manner.

### **Binding service;**

We do binding if requested on your Work Order Form.

If no binding is provided we will use the backing fabric as binding.

Our binding is machine finished.

### **Payment;**

Payment can be made by bank deposit, Paypal or by special arrangement.

Finished quilts will remain with us until final payment has been made.

### **Returning your quilt;**

We will return your quilt with tracking.

If you would like us to ship a finished quilt directly to a third party as a gift; we will forward the receipt separately to you.

### **Refunds;**

As professional longarm quilters we will assist you to select appropriate batting, backing fabric, thread colour and quilting designs, however the choices you make are yours therefore no returns or refunds will be considered.

**Promotions;**

We reserve the right to apply or decline any advertised promotions, including reward programs.

**About longarm machine quilting;**

Longarm quilting involves placing the layers separately on a specialized quilting frame. The frame has bars on which the quilt layers are rolled, without the need for tacking or pinning. These frames are used with a specialized quilting machine mounted on a platform. The platform rides along tracks so that the machine can be moved across the quilt layers on the frame.

We cannot precisely match a pieced backing exactly to the centre of a quilt top, we can get close however there will be some vertical movement as the quilt is rolled and quilted.

Any quilts that do not have "top" specifically marked will be quilted in the most efficient method, we have no responsibility for tops that are unmarked when a directional design is used.

When we need to make alignment marks on your quilt we use plain chalk or a disappearing pen that doesn't leave any chemical residue in your quilt. You may see some chalk residue, however, it's harmless and brushes away easily.

It is not usual to get visible needle holes however some fabrics show the needle path more visibly than others. We use industrial sized needles to suit the fabrics used in the quilt top; there may be tiny needle holes, however they will close when the quilt is used. Persistent needle holes respond well to being washed as the fabric will "fluff up" closing any visible needle holes.

If the quilting design choice is left for us to decide "I'll leave it up to you"; we will select the most appropriate design and thread colours to enhance the quilt.

Some shrinkage may occur with longarm quilting, the denser the designs, the more shrinkage, on a large quilt shrinkage may be up to 2" or 3".

Your quilt will be returned with the batting and backing complete and untrimmed, unless you request trimming on your Work Order Form. The backing and backing is part of your purchase, we do not retain your quilts leftovers.

For custom quilting we may remove excess batting to avoid collecting fluff on the quilt top, as the quilt is rolled backwards and forwards during quilting. The batting will be returned with your finished quilt.

These examples may or may not apply to your individual quilt and are provided to assure you of our quality standards.