

MEMORIAL

Preparation Directions and Other Important Information – Please Read!

- Items need to be folded neatly and stacked in bags or boxes prior to delivery; otherwise a pressing fee will apply.
- If there is a part of an item that you do not want used, “X” it out with masking tape.
- If you have a special request for a particular item, write that request on masking tape and stick it to the front of the item. The tape will remain on the item during the entire process, and will only come off when your request has been achieved.
- Stains – we consider stains as part of the memories tied to your quilt. In most cases, unless they are very pronounced, they will take a comfortable “back seat” to the artistic design and stitching. We will also cut from the least worn areas of the clothing first. So, if you share our viewpoint on stains, there is no need to do anything. Otherwise, please use masking tape and identify these areas with an “X”. It is also okay to write notes on the masking tape like “avoid stain if possible”.
- If you are concerned about which items you should include, and which items you should perhaps exclude, then separate the items in three distinct bags, and give us all of them.
 1. Items you definitely want included.
 2. Items you would like included, but are unsure if they will work.
 3. Items that could be included (but it would also be okay if they were left out).Be sure to clearly identify the bags with the numbering system above. (Please double check your identification to ensure a mistake has not been made.) Unused items will be returned to you with your quilt.
- If we communicated with you via email, regarding a special request, please print out and attach the email to this order form. If you spoke to us on the phone, please remind us of what we discussed by writing the details on Page 1 of the Order Form under the “Comments or Special Instructions” section.
- We take the highest level of care when working with our customer’s personal items. However, quilters are human. We ask that you please understand if an accidental slip occurs during the manufacturing process that results in an item being unusable.

Payment Terms

We require a 50% deposit at the time the order is placed. The balance is due at the time of pick-up, or for out of town customers, prior to delivery.

Methods of Payment

We currently accept cash, major credit cards, and email bank transfer (must be received prior to delivery).