



## FREQUENTLY ASKED QUESTIONS

### **How long will it take to make my quilt?**

*Delivery time is generally 4 – 6 weeks; however, we will try to meet individual requests if the quilt is for a special occasion (i.e. birthday, anniversary etc.) Depending on our schedule, a “Rush” charge may apply.*

### **What are the payment terms and accepted methods of payment?**

*We require a \$250.00 deposit at the time the order is placed. The balance is due upon receipt of your order. Currently, we accept cash, major credit cards, and email bank transfer (must be received prior to delivery).*

### **Besides T-shirts and baby clothes, what other items can be used to make my quilt?**

*Other common items include technical shirts, fleece items, sweat pants, dress or work shirts, sports’ jerseys, baby blankets and children’s wear. (If you have a memory tied to that special pair of leggings, we will include one of these items at no charge; after the first one, an additional \$10.00 per item will apply.)*

### **Why is a baby clothes quilt more expensive than the same size T-shirt quilt?**

*The cost of a memory quilt is primarily derived from labour. When you work with smaller clothes, you are working with smaller blocks of fabric. Both the cutting and sewing process takes longer in a baby clothes quilt vs. a T-shirt quilt.*

### **What parts of the personal items don’t you use?**

*We may use every part of your items, unless it is clearly “X” out with masking tape (please do not use pins and paper). Any other special requests should be written on masking tape and affixed to the relevant area on the item. \*Special instructions in general should be written in the appropriate section on the order form.*

### **Do you use stabilizer (interfacing) on any of the clothing items?**

*No. We have found a sewing method that allows us to sew even the stretchy technical fabrics together, without the use of an interfacing. This means your quilt will feel soft and cozy all over!*

### **How do you handle stained T-Shirts or clothing items?**

*We consider stains or fabric discolouring as part of the memories tied to your quilt. Generally, stains are just ignored if they fall around a design; if we are able to cut a smaller block and leave out the stain, we will. If you do not share our viewpoint, please use masking tape and identify these areas with an “X”.*

### **Do you do custom quilting?**

*Yes and No*

*If you have a memory tied to a used fabric item, and wish it to be used in a quilt top along with some new fabric, the answer is “yes”; however, at this time, we are not accepting orders for custom quilting where the materials for the quilt top are made from new fabrics off the bolt.*



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### **What are some examples where extra charges may apply?**

*Sew-ons are an additional \$10.00 - \$15.00 per item.*

*This can occur sometimes when the design falls too close to a buttonhole, zipper, or neckline, etc., and it is necessary for us to perform additional cutting and sewing to create a usable block. If we encounter this situation more than once or twice, our customer is notified by email prior to us moving onto the design phase of the process.*

*Sew-on charges also apply when we are asked to use designs from ball caps, crests, etc.*

### **What if I want to hang my quilt?**

*We suggest having us include a wall hanging sleeve on the back of your quilt for an additional \$40.00. There is a section on the order form that allows you to tell us the end use.*

*The sleeve allows you to insert a wooden dowel (yours to purchase) for mounting. It will be completely invisible from the front. Nails or screws can be affixed to your wall, so that the dowel may rest on top.*

*If you choose the wall hanging option, the backing fabric will be basic cotton, as it is a lighter weight than our standard backing fabric.*

### **My order is a gift. Can you provide a custom label?**

*Yes. For an additional \$30.00, we can design a label and hand sew it to the back of your quilt.*

### **Can you add a photo to my quilt?**

*Yes. The cost is \$15.00 per photograph.*

### **What do you do with the leftovers?**

*We re-use cottons for rags, and when the leftovers are too much for our own use, we network with other individuals and businesses so that they do not end up in the landfill.*

*Other fabrics are cut down for stuffing material. We give the materials to other quilters who make dog beds. These are donated to the SPCA.*

*Upcycling and recycling are always in our minds. We are continually looking at new ways to re-use the leftover items. Please feel free to contact us if you have an idea, or would like to request some leftovers!*

***For more information, please read page 2 of the Order Form.***

***We are a Smoke-free and Pet-free Environment!***

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