



QUILTING ON Q
Professional Longarm Quilting

Terms and Conditions

By placing an order with Quilting on Q for machine quilting, it implies you have read, understood, and agreed to our Terms and Conditions.

Please read below for clarification

Long arm machine quilting is a service performed for each individual customer who supplies their unique quilt top, backing and sometimes their own batting, so the item and any consumables cannot be returned or exchanged. We will always endeavour to provide a high standard of machine quilting, but this can be limited by the quality of the items provided or prepared by the customer.

For us to accept responsibility for special requirements, we will need to be notified beforehand by discussing and identifying these issues.

'Right way up' or a directional fabric with quilt tops and backings should be labelled accordingly. Top, Bottom or Centre.

For loading of your quilt, we require the backing and batting to be at least 4" larger on all sides than your quilt top. Please allow 8" extra on the width and length of your quilt top.

All raised surfaces like applique, felt or added materials must be firmly stitched down to ensure the hopping foot can travel over your quilt sandwich for an overall design. Your better option is to label areas for special treatment so we can discuss and price accordingly. Cropping areas may achieve a more professional result but will alter your costing.

Trim excess threads from the back and front of quilt top and backing prior to sending to us. We will endeavour to remove any other threads prior to loading your quilt, but we cannot guarantee that we will be able to remove 100% of these.

Quilting on Q exercises the right to choose items such as thread colour, design and batting to achieve the ultimate result where customers have not discussed or labelled particular requirements or specifications.

All information given over the phone is advice only and not a quotation. We will provide an estimate based on your measurements and written instructions and will confirm the pricing once we have seen your quilt.

If you have posted your quilt to us and have a change of mind and don't want to proceed with the machine quilting, postage and handling will be charged for the return of your quilt.

If you have any concerns or issues when you receive your completed project, please contact me immediately so we can resolve the issue as my customer satisfaction is very important to me.

We do like to take photos of our quilts to share and show. If you do not wish your quilt to be photographed, please indicate on your order form.

Please call me on 0409 919 846 to make a time to visit my studio or contact me through my website.