

Emi and Ko Studio

Dear Customer,

Emi and Ko Studio values its professional reputation very highly and will treat your project as though it were our own.

If you would like to make any changes to the pattern, threads, etc., that are noted on the front of this Customer Worksheet, please let us know as soon as possible. Once work has begun on your project, any changes made by you will be made at **your additional expense**. You will be charged for the time spent to prepare the project for the changes, including removal of any or all the stitching that has already been finished. There will be a **\$40 per hour charge** for preparing your project for your changes. The Estimated Cost of Project listed on the front of this form will be re-calculated to reflect the time it takes to prepare your project for the changes **AND** the cost of the changes you request.

Emi and Ko Studio's embroidery machine is computerized, however, there still may be slight variations in patterns and stitch length as it maneuvers over each unique item. Hooping, designing and aligning your project involves human eyes and hands there will be slight variation in the patterns as any "hand made" item.

Emi and Ko Studio is happy to help you decide the embroidery font or pattern, thread choices and other personalization decisions for your project. If you leave the pattern, design and thread choices up to us, please understand that **YOU** have made that choice. As a professional we will execute our choices to the best of our ability.

Emi and Ko Studio values its reputation as a professional machine embroiderer and guarantees its work for you, a valued customer.

The terms and guaranty are as follows:

If there is a problem with the project for which we are responsible, you must let us know **within 72 hours** of when we return it to you. We will use every reasonable means at our disposal to make it right. If that is not feasible, *Emi and Ko Studio* will issue a credit for the cost of embroidery labor only. Textiles, stabilizer and thread costs will **NOT** be included in the credit.

The credit is the maximum liability of *Emi and Ko Studio* and THIS GUARANTEE SUPERSEDES ANY AND ALL GUARANTIES IMPLIED BY LAW, INCLUDING THE IMPLIED WARRANTIES OF MERCHANT ABILITY AND FITNESS FOR A PARTICULAR PURPOSE. The Credit is redeemable for ninety (90) days from the issue date.

Warm Regards,

Emi Stapler

info@emiandkostudio.com

www.emiandkostudio.com

  @emiandkostudio

ORDER # _____ - _____

Emi and Ko Studio

DATE: _____

CUSTOMER WORKSHEET

NAME: _____

ADDRESS: _____

PHONE: (_____) _____ - _____ EMAIL: _____ .com

ITEM DETAILS (material, placement, etc.)

TEXT OR DESIGN:

FONT: _____

THREAD COLOR(S):

SIZE (inches): _____

ESTIMATED COST OF PROJECT

(State sales tax not included) \$ _____

I authorize the work listed above to be done on my product and I understand that I am financially responsible for prompt payment of the cost of services rendered by Emi and Ko Studio and for all materials used in this process. I also recognize that the maximum liability of Emi and Ko Studio is stated in the guaranty language on the reverse of this form. Emi and Ko Studio is not responsible for any damage to the product from any cause that is beyond its control.

CUSTOMER SIGNATURE: _____ DATE: _____

info@emiandkostudio.com

www.emiandkostudio.com

  @emiandkostudio

Chicago
Child's Play
Craft Font
Drifter
Eliza
Hand of Sean
Lisa Font
London
Rounded Block
VARSIITY