



## Store Policies

**Returns : All fabric and software sales are final.** Software, opened embroidery designs, books, patterns and cut fabric are non-refundable. Machine refunds are subject to 20% restocking fee if it has been opened and sewn. No refunds after 10 days. Refunds require receipt and will be paid back in the form it was paid. Checks require 7-10 business days to return. Returned Check fee \$35, and will be applied to all returned checks.

**Special orders** require payment in full at the time of order. Special orders are also not returnable.

**Discounts:** Only ONE discount per purchase.

**Service/Repairs:** We are the Certified and Authorized repair center for Northern Colorado. We are certified to service Singer, Viking and Pfaff machines. We encourage other brands to go to the certified and authorized store/service center. Most machines are done in house. Others may say they are certified, however, they are not. If they are a Singer, Viking or Pfaff store, they must be certified and authorized to be in business. Otherwise, they are not certified and authorized. Yearly we are re-certified to be knowledgeable about all the changes and updates on these machines.

**Machine service and repairs** are warranted for 30 days after the service pickup date.

**Machine service rates** for a thorough clean & tune to SVP standards are as follows:

- Mechanical Sewing Machine Plans: = \$99
- Electronical Sewing Machines (Digital-no cutting mechanism) Sewing Machine Plans: =\$129
- Electronical Sewing Machines (Digital-WITH cutting mechanism) Sewing Machine Plans: = \$149
- Serger Plans: =\$159
- Embroidery machines & Embroidery Units (small screens or small hoop sizes) Plans:= \$169
- Embroidery machines & Embroidery Units (LARGE screens or LARGE hoop sizes) Plans: = \$189
- Older machines (over 15 years old) = \$149

**Private Lessons** are available for all levels. Pricing: \$25/hour, 1 hour minimum. Call the store to schedule a lesson.

**Rental Center:** Call the store to schedule use of the following:

- Rental Center: Sewing machine- Emeralds (\$10/hr)
- Rental Center: Sewing machine – Sapphire (\$15/hr)
- Rental Center: Bella Quilting (Longarm) – see fee schedule
- Rental Center: Industrial Sewing Machine (\$15/hr)
- Rental Center: Sit-Down Sally (sit-down free motion Quilting machine without regulation \$15/hr)
- Rental Center: Sit-Down Sally (sit down free motion Quilting machine WITH regulation \$20/hr)
- Rental Center: Claire (Serger \$15/hr 4-thread overlock or rolled edge)
- Rental Center: Claire (Serger \$20/hr coverstitch, flatlock, 5-thread security stitch with overlock)

## Class Policies

- Class dates and times are subject to change based on weather conditions and staffing. Check online to sign up and verify the correct times.
- **PLEASE call 970-672-2147 if you cannot attend your scheduled class.**
- **Children** should not accompany student to class. This is to make the class enjoyable and worthwhile to all students. Children are welcome to attend children classes.
- Classes must be paid for at least 48 hours in advance so that instructor can prepare thoroughly for all students.
- Class materials must be purchased in advance of class. If fabric must be washed or cut prior to class, no class time will be available to prepare fabric. Please consider purchasing your supplies HERE. Website and newsletters should remind students that their purchases are appreciated and help keep the doors open.
- Students should know THEIR machine if they bring it to class. We can provide private lessons about your machine at the rate of \$25/hr. If you need help learning your machine and want to schedule a private lesson, just give us a call. Bring your machine in working order or schedule ahead of time to use one of our classroom machines.
- The use of store machines is by advanced arrangement and availability only.
- Cancellation policy: Cancellations more than 24 hours in advance will be credited to an upcoming class. If the cancellation is the day of the class or the student does not attend class, no refund or credit will be given.
- Class minimum = 1 student – EVERY student is important! Teacher/store reserves the right to cancel class due to store circumstances.

## "Bella" Longarm Quilting-Long Arm Quilting with Bella & her handlers!

"Bella" is our 36" x 12' Gammill Longarm equipped with the latest Statler Stitcher

Have a quilt top that is just sitting around waiting for you to quilt it? Try something new....Bring your top and backing, help design what patterns and thread will be used and finish your quilt top with our help! You get to participate in the ENTIRE quilting process! Or if you would rather we do it all we can do that too!

### Pricing: (All prices are per square inch) (Length x Width of quilt)

- Edge to Edge (E2E) loose stitching ----- 3.1¢ psi
- Edge to Edge (E2E) medium to dense stitching ----- 3.3¢ psi
- E2E with 1 custom border (\$25.00 for each additional border ) ----- 6¢ psi
- Custom Quilting with sashings, block work, and border quilting with 1 custom border  
\$25.00 for each additional border----- 5.4¢ psi
- Custom Quilting w/cut-outs(Cut-outs are appliqués or embroideries that you don't want quilted over----- 5.7¢ psi
- Staff Stitched E2E Quilting ----- 4¢ psi
- Staff Stitched E2E Quilting with custom borders (any amount) ----- 5¢ psi
- Staff Stitched Custom Stitching ----- 6.8¢ psi
- Turning quilt, backing/batting piecing ----- \$30.00
- Quilt Basting ----- 2.0¢ psi
- Shop Minimum Quilting Charge ----- \$50.00
- Variegated Thread surcharge----- \$5.00

### **Solid color threads are available at no charge.**

- If you must leave during the quilting and staff need to complete your quilt, it will be billed as staff stitched.
- \$50 minimum deposit for quilting, must be paid when appointment is made (non-refundable if cancelled less than 24 hours prior to appointment time). Deducted from final quilting cost.
- FREE Embroidered Quilt Label when you quilt with us. Bring a piece of fabric so we can help you make a one of a kind label for your quilt!
- After quilting, we can help you prepare it for binding. Just let us know you want help trimming!

**Batting** ranges in price depending on size and type. We carry Cotton, Bamboo, Wool & Polyester (FatBat).

### **Guidelines:**

- Make outside borders 1-2 inches larger
- Backing and batting should be than your top size (so you have room to trim). We also need your back to be 4-6 inches larger (on each side) than the front of the quilt (for testing and "scooching" room). Total backing size should be 8-10 inches larger
- If your backing must be pieced, please complete it before coming to quilt.
- Please measure your quilt top width and length. Have the center top and bottom marked for both your quilt top and quilt backing.
- We prefer to use the batting and thread we sell because it performs well on Bella. Others may be used; however, we can't guarantee the quality of the results. Please inform us prior to your quilting date if you are going to use other type of batting than what we carry in the store.
- Backing and Top should be squared prior to your appointment.
- Please have your quilt top and backing pressed and ready to go. If your edges are irregular, they must be squared or basted to a neutral strip of fabric making a straight edge.
- Plan for a FULL day of quilting and bring a lunch to take a break with us. Do not plan on leaving before your quilt is finished. If you need to leave, we will continue with the quilting, but at the staff quilting rate.
- **Don't forget to bring a piece of fabric to embroider your label!**

If you have a question, please ask so we can help you create the quilt of your dreams!

**Please Remember:** We will give you every consideration possible. Sometimes appointments will need to be changed for unforeseen maintenance issues with Bella. We will try to avoid this where possible, and your patience and understanding are greatly appreciated!

~No tips please. We all work as a team and appreciate your continued patronage. That is thanks enough for us!

~ Prices are subject to change.

### **Our Customer Loyalty Program**

No card to fill out, no receipts to save....Our computer system will award you \$25 of credit your purchases have totaled \$300(machines, software and services do not accrue points). Enjoy the reward with our thanks for your support!