Return Policy

Purchased items under the amount of $25.00 may be returned within 3 days of purchase for the full amount if still in the original packaging and in original condition. No items will be returned for cash if they have been used or damaged after leaving the store.

Items that are over the $25.00 amount (such as notions and fabric) excluding anything with electronics or electrical or large purchases such as sewing machines, embroidery units, or longarms and frames will need a return authorization number given by the owner only and will be determined at request time. These types of items can be returned for store credit at that time of request if qualify and receive the ok from the store owner. A return authorization number (RA number) will be issued at that time.

Deposits or layaway money can be refunded for store credit only and is at the discretion of the store owner at the time of request. Due to the fact that we do not charge an interest rate for layaway and do not require a size amount for payments on the product that is on layaway time and the age of the item on layaway will be a factor in the decision. Some custom made or ordered items may not be illegible for store credit or any other type of exchange or refund.

Commercial Embroidery machines or Longarms, sewing machines, computerization, electronics are not refundable or returnable items. Custom built and custom ordered items are not refundable or returnable. Manufacturers warrantee are not the same as dealer warrantee or guarantee. We are not part of or have a legal obligation to anything a manufacturer may have said or published. If manufacturer items are defective, exchange might come through our store or straight from the manufacture we are not responsible for late delivery of these items as we are not the creator of them. We are not responsible or any employee statements that would have to do with return policy, refunds or returns or layaway terms.

We are in compliance with the Wisconsin State Laws on policies as it is stated that return and refund policies are at the discretion of the business owner. It is only suggested that the policy be available upon request or posted near the cash register. Laws can be downloaded from Bureau of Consumer Protection Wisconsin.