

## Story & Mission

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### WHO WE ARE

MemoryStitch, America's most trusted upcycled textile company, through its belief in the power of storytelling, innovation and its dedication to customer service, is transforming the way people think about the clothes hidden in the back of their closet. Our core focus is to revive these well-loved mementos so that our customers can continue to create new stories with them. By providing a simple approach to creating one-of-a-kind keepsakes, we empower people to tidy up their closets while helping the planet by minimizing waste. Everything we do revolves around improving our customers' lives in a meaningful way. Thousands of people from across the nation trust us to handle their treasured clothing with care, affordably transform them, and quickly send them home to be cherished for years to come.

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#### MISSION

We strive to create cherished one-of-a-kind keepsakes by reviving your well-loved mementos so that you can continue to tell your stories with them for years to come.

#### SOCIAL MISSION

It's our social responsibility to repurpose cherished clothing while providing opportunities to those needing a helping hand whether unemployed or experiencing misfortune. Letting go of biases, providing fair wages and teaching valuable skills allows us to make a difference by being the catalyst between where they are today and where they hope to be in the future.

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### OUR TEAM

Working hard behind the scenes at MemoryStitch is a team of individuals who are passionate, dedicated, and driven to preserve memories by stitching together your story. Our stories have brought us this far, but yours allow us to continue growing.

CEO: Renee-Thomas Jacobs

Chief Brand & Product Officer: Lynn Gibney

Chief Operating Officer: Justin Tefft

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## Branding

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[MS Brand Guide](#)

[Logo Download](#)

[Lifestyle Image Download](#)

# Press

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## PRESS COVERAGE

[Silicon Prairie News: Quilting startup MemoryStitch finds niche market in online retail](#)

[Self Magazine: 15 Creative Things to Do With All Your Old Race Medals, Bibs, and Shirts](#)

[Parade: Congrats! 40 Personalized Gifts The Graduates in Your Life Will Love You Even More For](#)

[AskUsBeauty Magazine: Holiday Beauty October 2022](#)

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## MEDIA EMAIL ADDRESS

[pr@memorystitch.com](mailto:pr@memorystitch.com)

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## CHARITY & NONPROFIT WORK

[Donation of dog beds to Nebraska Animal Medical & Emergency Center](#)

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## SOCIAL MEDIA



# Testimonials

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"I absolutely love the quilt! It is made with such high quality. The back is extra soft. They did a great job. I can't wait to give it to my daughter for graduation."

-Jennifer C.

"This was a really easy process and I absolutely loved and appreciated that a real person actually answered the phone to answer my questions. I received updates and the item in a timely manner exactly when they told me I would. I will be ordering from MemoryStitch again!"

- Michelle M.

"My dad loved his t-shirts. He wore them proudly so when he passed away, we wanted to do something special. MemoryStitch was the perfect solution. They made a beautiful quilt and were thoughtful and caring along the way."

- Kristy D.

# FAQ

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## CAN I SHIP TWO OR MORE ORDERS IN THE SAME BOX?

Yes. If you're submitting two or more quilts in the same box, please email us images of your layout for each individual project or separate projects in marked bags. Otherwise, ship shirts for different projects separately.

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## WHAT KIND OF SHIRTS AND FABRIC CAN I USE?

We can use polos, sweatshirts, scrubs, and jerseys! We can also use button down shirts and shirts with zippers - these can add a really interesting and unique look to your quilt! Other acceptable materials are fleece, flannel, polyester, and dri-fit materials. We can use tank tops and v-necks too, but these materials may require additional fees if extra material has to be sewn in to fill the selected panel size.

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### HOW DO I SHIP MY SHIRTS?

Please read this page:  
[How To Prepare Your Shirts](#)

### I'M A FIRST TIME T-SHIRT QUILT BUYER. HOW DOES THIS WORK?

Please read this page: [How It Works](#)

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### HOW MANY SHIRTS DO I NEED FOR EACH QUILT SIZE?

Please read this page:  
[How To Prepare Your Shirts](#)

### HOW LONG DOES THE PROCESS TAKE?

[Please read our Shipping page.](#)

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## CAN I USE THE FRONT AND BACK OF MY T-SHIRTS?

Absolutely! You can send us either the front, back, or both sides. You get to decide!

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## CAN MEMORYSTITCH CUT MY SHIRTS FOR ME?

Yes! Skip the prep work, save time, and forget about the hassle of cutting your t-shirts with our product add-on "Let us cut your t-shirts." When placing your order, select this option, and for a small additional charge, we'll take care of the cutting for you.

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## CAN I CHANGE MY ORDER ONCE IT'S PLACED?

We do not allow for an order to be changed after it's been submitted, but **if you realize within 60 days of ordering** that you ordered something incorrectly, please contact us.

