

Fire Poppies Finishing Services

We reserve the right to decline a finishing job in the event we feel we cannot complete it within your stated deadline, the type of finishing being requested is beyond our then current skill level, we cannot come to an agreement about pricing or materials, or other reasons not stated here. We do not currently offer finishing of needlepoint canvases. We can give you an estimated time for finishing your project, but many factors can affect how long it takes to complete a job. If you have a specific deadline that needs to be met, please be very clear on that during the consultation. If we don't feel we can meet it, we will let you know up front.

We require a signed contract and 50% of the initial estimate up front before we will accept your project. **This is non-refundable.** The original estimate may vary based on any changes made to the project after the initial consultation. We will always get your consent before making those changes and inform you of any increase in the final price. We accept several forms of payment, including credit cards, PayPal and cash. We do not accept checks. We can send you an invoice via email or take your credit card information over the phone. You may also make a payment in person.

If we do not receive your items within 7 days of the signed agreement, then the agreement becomes null and void and any packages received after that will be returned unopened. This is to ensure that we can meet the stated deadline for your project and honor the other clients we have accepted jobs from. We highly encourage you to ship your items to us using Priority Mail or UPS/FedEx Ground. Please package them securely. Please provide us with the tracking information, the service you used and the date that you shipped it off.

During the finishing process, we will make every effort to communicate as often as we feel is necessary regarding the progress of your piece. This may include pictures. Inevitably, questions will arise for both parties. Please keep in mind that we expect you to do your part by answering your emails and phone messages promptly. We will not be held responsible for missing stated deadlines due to poor and untimely communication on your part. We document all communication attempts and their outcomes. If we cannot get responses to our communication attempts after several tries, we reserve the right to pack up your project and return it to you in whatever the then current phase of finishing may be.

We will provide you with a form to fill out asking you to list the items you are providing us with, including their quantities and condition. We will take pictures of the contents upon opening of the package and will send them to you. We will return any unused items if you are providing any of the finishing materials. If excess linen, Aida, or evenweave material is left over from your stitching, we will include that as well, with the edges serged.

You may choose to provide all or part of the finishing materials, but please be aware that this will not lower the base price of the finishing cost.

We DO NOT wash or clean your pieces for you. All projects should be ready for final finishing. We will iron as needed to remove wrinkles that occur during shipping or normal handling during the finishing process.

We will notify you once your package arrives but will not open it until we are ready to work on it. This keeps all the items together and safe. If you included any extra details or changes to the deadline in the package, we will not see it. Please communicate those separately via phone or email. Projects are started based on the order received and required deadlines.

Final finish pictures will be sent to clients that aren't local for approval prior to final payment being collected. Payment is expected using the options listed above once final approval is given. We ship UPS or FedEx for all finished pieces. Please be aware that we will not be held responsible if the package becomes lost or damaged. We will be happy to add extra insurance for you upon request, along with requiring a signature for delivery. All shipping costs are the responsibility of the client and are added to the final invoice.

If you decide you would like to move forward, please contact the shop at 843.225.7208 to schedule a consultation. Once we come to an agreement, we will supply you with the contract/agreement to sign and the inventory sheet.

We look forward to working with you!

Susan