

Emi and Ko Studio

Dear Piecer / Appliquer,

Emi and Ko Studio values its professional reputation very highly, and I will treat your project as though it were my 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 me know as soon as possible. Once work has begun on your quilt, any changes made by you will be made at **your additional expense**. You will be charged for the time spent to prepare the quilt for the changes, including removal of any or all the stitching that has already been put into your quilt. There will be a **\$50 per hour charge** for preparing your quilt 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 quilt for the changes and the cost of the changes you request.

Emi and Ko Studio's longarm machine has computerized capabilities, however, there still may be slight variations in patterns and stitch length as it maneuvers over each unique quilt. Semi-custom and Custom quilting involves hand guiding the machine, and there will be variation in the patterns as any "hand made" item.

If you loan your quilt project for public display or enter it in a show, please give the courtesy of crediting *Emi and Ko Studio*, or Emi Stapler, as the machine quilter.

I am more than happy to help you decide the quilting pattern, design and thread choices for your quilt. If you leave the pattern, design and thread choices up to me, please understand that **YOU** have made that choice. As a professional longarm quilter I will execute my choices to the best of my ability.

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

THE TERMS OF THE GUARANTY ARE AS FOLLOWS:

If there is a problem with the quilt 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 quilting labor only. Batting, backing, binding and thread charges 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