

# Frequently Asked Questions

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**How do I order machine quilting?** Our minimum charge of \$55. Select the size that is close to your quilt. Once we receive it, we'll measure it and get back to you with any additional cost. Choose your quilt pattern and preferred thread color, ship your quilt and backings to our Muskegon, MI shop with a copy of the order in the box.

**What if I measure the quilt wrong?** When we get your quilt we'll measure it, and if any corrections are necessary will call you with the changes.

**What type of quilting do you offer?** We only offer Edge to Edge quilting. If you want each block, border etc.. to be different, that is called custom quilting and we do not do that.

**How do I prepare my quilt for shipping?** We recommend that you place your quilt top into a plastic bag before you ship it to us, so it is protected on the way. We also suggest that you insure the package when you ship it just to further protect your quilt. Also, do not forget to include your order number and phone number!

**How do I ship my quilt to you?** Most quilts plus backing will fit in a USPS Priority Mail medium size box. These would cost \$13.65. Include order in the box with any other instructions for us.

**How do I know when my quilt is mailed back to me?** You get an email with tracking number on it.

**How much extra backing do I need to send?** We need at least 3 inches on each side to be able to sandwich the layers and secure them onto the longarm quilting machine. So, for example, if your quilt measures 60x80 then your backing needs to be at least 66X86.

**Do you quilt on Minke, snuggles, or fleece type fabrics?** Yes, please make sure the backing is at least 12 inches larger than the quilt.

**What do I need to enclose with my quilt?** Please include your order number and phone number in case we need to contact you. If possible, you can just print out the confirmation email and include that with your shipment. As long as we have your order number and your phone number, that will work just fine!

**Can I choose two different threads?** For quality assurance, we always use the same color on the top of the quilt as we do in the bobbin. Using two different colors can sometimes cause tension issues and there is no way to guarantee that only one of the colors will show on each side of the quilt.

**Do you have invisible thread?** We do not offer invisible thread. We only use high quality Omni thread. We can try and make your thread disappear with the right color thread.

**I have a block/border that I do not want to be quilted. Can you cut it out?** That's custom quilting and we do not do that.

**Can I send in my own batting?** No. We use Hobbs 80/20 which is included in the price for quilting services.

**I have multiple quilts on my order. Do I need to do anything special when I ship them?** Yes, make sure each one has the order attached to it with details of what each quilt and back looks like. We don't want to get them mixed up.

**Is the return shipping included in the price?** Yes, shipping is included in price.

**What is the turnaround time for quilting?** We are currently experiencing peak quilting times. Our current turnaround time is an estimated 2 weeks. Timing changes around Christmas time, so please plan accordingly.

**I have a label. Will you attach it for me if I send it?** No, not at this time.

**I want to add prairie points to my quilt. Do I need to do that before it is quilted?** We can not stitch around quilts with prairie points. These need to be stitched down and we quilt on them. That also applies to open/pocketed flying geese, flanged borders, ricrac or anything else that is not completely attached to the quilt top.

**I want a different thread color than the choices you have listed. Is that an option?** Yes, we have a rainbow of thread choices available. So if you choose blue or green, we pull many colors, lay them out on the quilt tops, see what blends best and narrow the choice from there. Unless it is specified that you want your thread to stand out, we will generally try to blend the thread colors to make them the least noticeable as possible. If you have a more specific request, please include that in the comments section with your order.

**Do you bind quilts?** Yes, we do machine binding with or without a "pop of color". If you send it with your quilt, we can cut and stitch together. Please send enough fabric to bind your quilt. We can do with 2 1/4" or 2 1/2". Call if you want our "pop of color" binding.