



## ORDER FORM & CUSTOMER CONTRACT

*PLEASE PRINT AND MAIL - INCLUDE T-SHIRTS OR CLOTHING THAT  
PERTAINS TO YOUR ORDER*

Name: \_\_\_\_\_

Street Address: \_\_\_\_\_

☐ Residential ☐ Business

City: \_\_\_\_\_

State: \_\_\_\_\_

Zip: \_\_\_\_\_

Phone #: \_\_\_\_\_

Email: \_\_\_\_\_

This contract is an agreement between ALWAYS A MEMORY QUILTS, hereafter referred to as AMQ and customers. AMQ has offered services to make an identified product with the specifications agreed upon between the customer and AMQ.

### CUSTOMER'S ORDER

☐ T-shirt Quilt  
Qty. Shirts: \_\_\_\_\_ Design Option: \_\_\_\_\_ Size: \_\_\_\_\_

☐ Memory Quilt  
Qty. Clothing: \_\_\_\_\_ Design Option: \_\_\_\_\_ Size: \_\_\_\_\_

☐ Wheelchair Quilt

☐ Baby Quilt

☐ Memory Pillow Items submitted: \_\_\_\_\_

☐ Reading Pillow

### LIABILITY

AMQ is not liable for any stains, holes, or other pre-existing damage on any and all clothing items. Customer assumes responsibility for inspecting all clothing prior to drop off/consultation and accepts the condition of clothing as is. We do not pre-treat or stain remove or offer laundering services. Likewise, if customer wants to wash clothing prior to submitting, please use only perfume-free detergent and dryer sheets.

### PAYMENT

- Pricing includes consultation, preparation, design, labor, supplies, and any quilting tools and essentials necessary to complete the order.
- A non-refundable \$100 deposit is applied to the total cost of the order, and is necessary for AMQ to hold a customer's spot in the queue and cover preliminary costs.

- AMQ accepts Venmo, Paypal or personal checks made out to *Kay Peters*.
- Returned checks will assess a \$50.00 fee, and require another form of payment to begin your order. We reserve the right to cancel any order that does not meet our requirements.
- Upon completion of the order, AMQ will notify customer by email that the order is ready to ship, and provide the balance amount to be paid. Final payment is due prior to shipping. Once payment registers in the predetermined payment account listed on the order, AMQ will ship the order with insurance coverage. Tracking number will be provided to the customer via email.

## SHIPPING

- Orders are shipped through *Pirate Ship* within the contiguous United States, depending upon the size of order and location. Sales tax and shipping cost is added to all orders and shipped from Pennsylvania.
- Customer agrees to cover all expenses to ship clothing to AMQ, including all necessary insurance, as shipping cost of finished order.
- If you are local, we offer a courtesy pick up and delivery service within a 5-mile radius of our shop in Sharpsville, PA.
- Once your order is complete, we will send you an email requesting the balance payment before we release your finished order.
- We do not ship to PO Boxes or Military FPO AP Boxes – please provide physical shipping address.
- Please advise us if you prefer to receive your finished order shipment requiring a signature upon delivery. That will be a \$5.00 charge.

## RETURN POLICY

- There are no returns on completed quilts if the quilt production has started and clothing items have been altered.
- Items of clothing can be returned to the customer after a written request has been submitted via text message or email to **kaypeters@alwaysamemoryquilt.com**.
- Shipping cost for clothing returned to customers are covered by the customer's initial deposit.

## CONCLUSION

AMQ conducts business with high ethical values, knowing that quality service equals loyal customers. Policies detailed above assure fair business practices, and repeat customers. Please sign below to verify AMQ and customer understand and agree to AMQ business policies.

I, [print name]\_\_\_\_\_ agree to adhere to these policies herein by

**Always A Memory Quilts.**

**Customer Signature** \_\_\_\_\_ **Date:** \_\_\_\_\_

**AMQ Signature** \_\_\_\_\_ **Date:** \_\_\_\_\_  
*Kay Peters, Owner & Quilter*

kaypeters@alwaysamemoryquilts.com