

# Buyer's Frequently Asked Questions

## Buying a Quilt is easy

### How do I Inquire about a quilt?

- Read the quilt's description plus all of the information provided and view the photos.
- Check the price of the quilt or quilted item and note the payment options.
- If you have any questions, use the email link provided to have them answered.
- Please provide your phone number when emailing, if willing, along with your time zone and some convenient times and dates to be called. *Your number will be kept private and used only if our replies to you are returned as undeliverable, which does happen from time to time.*
- We will respond within 24 hours.
- If you don't receive a reply within that time frame, please try again. Your message may not have been received, which happens occasionally. Good service is our aim.

### How do I purchase a quilt?

- It is easy!
- Simply click on the "Buy it Now" button and follow the purchase instructions.

### How do I choose the right quilt size?

- *It is very important to be sure of the size you need before making a purchase!*
- This is why each quilt description includes its size in inches and centimeters as well as its designation, such as, "Crib, Lap/Throw, Queen", etc.
- Designations can vary quite a bit. Example - a Queen size designation can measure from 76 to 84 inches (193 cm to 213 cm) in width and from 90 to 104 inches (228 cm to 264 cm) in length. Mattress lengths and heights vary in each bed size category, too.
- **Measure your bed.** - Calculate how much overhang you want at the sides and bottom of your bed. - Think of whether you need added length for tucking under a pillow. - Will you be using pillow shams and just need your quilt to go under your pillows? - Will you simply lay the quilt over your pillows with no tuck? - Will you want to be using your quilt with a bed skirt or dust ruffle?
- **Do the math to ensure that you are ordering the right size.**

### Can I commission a quilt?

Yes, many of our quilters accept commissions.

- If you want a quilt in a specific design and in your preferred colours, choose a quilter from our list of those who accept commissions, and contact us with your request.
- Look at the quilter's work on his/her profile page. Contact us about those whose work interests you.
- You will be able to discuss the cost, completion date, etc. Then place your order.
- When commissioning a quilt, 50% of the quilt's cost (before shipping & insurance are added) is due immediately. The quilter uses this money to purchase the necessary supplies. The remainder is due upon the quilt's completion.

***Because these are special orders, commissioned quilts are non-refundable / non-returnable.***

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### Do you have a Lay-A-Way program?

- Yes, we do.
- 20% deposit and the balance is due within 90 days.
- If the balance is not paid within 90 days the deposit is forfeited

### What payment methods are available?

- PayPal, Credit Cards for immediate purchase.
- For other methods, please call 780 760 1342. We will also accept Money Orders, Personal Checks, Cashier's Checks, Money Transfers, but the quilt/quilted item is not shipped until the payment has cleared the bank.

### How quickly do you respond to email messages?

- We normally respond within 24 hours. Occasionally, it can take up to 48 hours. If you haven't received a reply within 24 hours, please contact us again. Remember that sometimes email messages can get lost somewhere in cyberspace and never arrive at their destination. We value your queries and strive not to keep you waiting.

### How long will it take for my quilt to be delivered?

- The quilt/quilted item will be shipped within 5 days of full payment being received. Delivery time is depending on postal service. You can track your parcel from the tracking number which will be provided upon request.

### Can I return a purchased quilt?

Yes, if there is a problem with your purchase

#### Quilts for Sale Return Policy:

- If there is a problem with your purchase, please contact us within 7 days of confirmed delivery to obtain a return authorization.
- A 10% restocking charge **may be** applied at the discretion of QFS.
- Return the quilt in the same package it was shipped in within 7 days of receiving it.
- The Buyer is responsible for trackable shipping and insurance on returned items.
- No refunds are accepted after the 7-day period. The delivery date will be established though the tracking services provided.
- QFS will send your refund after confirmed delivery of the returned quilt.
- **Custom or commissioned work is not returnable nor refundable.**
- **No refunds are paid without a return authorisation.**

### How do I care for my quilt?

- If case the care instruction has been lost, the best results are to wash the quilted item in cold water with a cup of white vinegar and a little detergent.
- It is advisable to add 2 or 3 sheets of "Dye Catcher" to the first wash (can be purchased in grocery stores).
- Take care and **DO NOT** leave your quilt in the washing machine after the last spin.

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#### **Are all of the quilts shown available?**

- Yes, unless it is marked "sold" or "pending".

#### **How do I calculate the different currencies?**

- You will find a link to a currency converter directly below the "Buy it Now" button on each quilt.