



Crafting Keepsakes from cherished clothing...

CUSTOMER CONTRACT

Customer name _____

Date _____

Phone number _____

This contract is an agreement between Chris' Keepsakes Memory Quilts (hereafter referred to CKMQ) and Customer. CKMQ has offered services to make a custom quilt with the specifications made between Customer and CKMQ.

DESCRIPTION OF SERVICES:

- See ORDER FORM for details

LIABILITY

- CKMQ is not liable for any stains, holes, or other preexisting damage on all clothing items. Customer assumes responsibility for inspecting all clothing prior to drop-off/consultation and accepts the condition of clothing as-is.
- Quilt pricing does not include any laundering services. Customers understand clothes will be used in the conditions they were in upon drop-off. If laundering is deemed necessary due to unseemly smells or excessive pet hair, there will be an additional fee of \$25 per laundry load. There is no pre-treating or stain removal included with laundering services.

PAYMENT

- Pricing includes initial consultation, all labor and materials needed for your unique T-shirt or memory quilt, with possible exceptions below.
- Deposit and Payment:
50% deposit is a non-refundable payment made at the beginning of services to hold customers' spot in the queue and cover preliminary costs.
- Any layout/design requests must be made during consultation. Once the initial layout has been designed, and the preview picture has been presented to the customer, any changes to the design will incur a \$50 redesign fee per quilt, per redesign. Previews are intended as an opportunity for the customer to choose the color for the backing fabric.
- Customers will be notified via text or phone call of any changes to the order total, such as but not limited to: changes in backing fabric, additional clothing, necessary laundering etc. Changes will be noted in writing on order form. Additional charges will be added to the final payment total.

FORMS OF PAYMENT

- Pick up orders - Cash, Venmo, CashApp, CC payments add 5% fee
- Shipping orders - Venmo, CashApp, CC payments add 5% fee

FINAL PAYMENT

- Pick-up orders - final payment is due at the time customer picks-up of the order.
- Shipping orders - final payment is due prior to shipping. Once payment registers in a predetermined payment account listed above, the order will be shipped with insurance coverage. Tracking numbers will be provided to the customer.

SHIPPING

- Customer agrees to cover all expenses to ship clothing to CKMQ including all necessary insurance.
- CKMQ agrees to cover return shipping and insurance charges for completed quilts, within the Continental United States.
- Customers outside the Continental United States agree to cover all return shipping and insurance costs for completed quilts. Shipping will be predetermined with online tools provided by the preferred shipping company.

RETURN POLICY

- There are no returns on completed quilts. If the quilt production has not started and clothing items have not been altered, items of clothing can be returned to the customer after a written request has been submitted via text message AND email to chriskeepsakes77@gmail.com. Shipping costs for clothing returned to customers are covered by the Customer's initial deposit.

CONCLUSION

- CKMQ conducts business with high ethical values, knowing that quality service equals loyal customers. Policies detailed above ensure fair business practices and return customers. Please sign below to verify CKMQ and customer understand and agree to CKMQ business policies.
- I agree to adhere to these policies mentioned above by Chris' Keepsakes Memory Quilts.

Customer Signature _____

Date _____

Christine McDowall _____ Date



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