

QuiltHelp Terms & Conditions

Our Promise, and Yours -We've written these terms plainly, the way we'd talk them over with you across the kitchen table. Honest work begins with honest understanding, and these few agreements keep things fair and warm for both of us.

1. Agreeing to these terms. When you place your order and send payment to QuiltHelp, you're agreeing to the terms below. We'll always go over the details of your quilt with you — by phone and in person — before any stitching begins.
2. Your quilt top. For the loveliest results, please send your top pressed and squared, with loose threads clipped and pins removed. Backing and batting you provide should be at least 6 inches larger than your top on every side. If a top arrives needing extra preparation, we'll call you before doing any additional work.
3. The nature of handwork and machine work. Quilting is done by real machines and real hands. Even with the greatest care, a machine can occasionally skip, a needle can break, or thread can behave unexpectedly. We treat every quilt as if it were our own, and by approving your quote you understand and accept the small, unavoidable risks that come with the craft.
4. Things outside our control. We cannot be responsible for problems that come from the quilt's own materials or construction, including but not limited to: weak, open, or unraveling seams; thick or bulky points; loosely woven, aged, or fragile fabric; dark threads or seams that shadow through lighter fabric; fabric dyes that bleed or run; puckers or fullness in tops or borders that will not lie flat; and shrinkage after washing. We also cannot be responsible for loss, delay, or damage that happens during shipping and delivery, or for other events beyond our reasonable control such as fire, flood, weather, theft, or acts of the courier. Whenever we notice a concern before we begin, we will always call you first.
5. Our best work, honestly given. We pour genuine care and diligence into every quilt and finish each one as agreed. So long as we have done our honest best to understand and complete your work as discussed, we cannot be held liable for differences in personal taste, or for a result that simply wasn't to your preference once the work is done as ordered.
6. Limit of our responsibility. In every case, our total responsibility for any claim relating to your quilt is limited to the amount you paid QuiltHelp for that order. We are not responsible for indirect or sentimental losses. We understand a quilt's true worth can't be measured in dollars, which is exactly why we handle each one so carefully — but we're only able to stand behind the dollar value of the work itself.

7. Choices you ask us to make. When you ask us to select a coordinating backing, binding, or thread, we'll use a quilter's best eye and judgment. These good-faith choices aren't grounds for a refund.

8. Timing. We complete quilts in the order they're received, and any timeframe we give is a caring estimate rather than a guarantee. If you have a firm deadline, please ask about expedited service.

9. Payment, and unclaimed quilts. When your quilt is finished, we'll send your invoice and keep your quilt safe until payment is received and deposited. If payment has not reached us within 90 days after completion, and we have not agreed together to other arrangements for circumstances on your end, the quilt will be considered abandoned and ownership will pass to QuiltHelp. [Legal note for your attorney: Wisconsin has specific rules on abandoned property and on the written notice a business must give before taking ownership. Ask your lawyer to confirm the 90-day period is enforceable and whether you must first mail a written notice, perhaps by certified mail. This is the clause most worth a lawyer's eye.]

10. Photographs of your quilt. We love to share the beautiful work that passes through our hands. By placing your order, you give QuiltHelp permission to photograph your finished quilt and use those images on our website, in print, and in future advertising, without payment to you. We'll never publish your personal information alongside them. If you'd prefer we didn't photograph your quilt, simply tell us in writing before it ships, and we'll gladly honor that.

11. Your privacy. We keep your name, contact details, and order information private. We don't sell or share them, and we use your phone number and email only to care for you and your quilt.

12. If something isn't right. If you're ever concerned about your finished quilt, please tell us within 14 days of delivery so we can talk it over. Many things can be gently made right, and we'd always rather hear from you than have you wonder.

13. A few last words. These terms are governed by the laws of the State of Wisconsin. If any single part is found unenforceable, the rest remains in good standing. Together with your order confirmation, these terms are the whole agreement between us. We may update them from time to time, and the version in effect when you place your order is the one that applies to you.

Thank you for trusting your quilt — and its story — to our hands.