



## frequently asked questions

### contact us:

email: [info@sticht.com](mailto:info@sticht.com)

call: 212.860.7029

visit: [www.stitchT.com](http://www.stitchT.com)

### **Q: what size T-shirt squares are used for custom stitch'T quilts?**

A: T-shirts are cut into 14"x14" squares or 12"x12" squares (not both). square size is typically dependent upon T-shirt logo size.

we encourage you to specify which size you would prefer for your order, but we will make the final decision upon receipt of your shipment. the crib quilt is limited to 8"x8" squares due to their small size.

### **Q: should i cut the shirts into squares before i send them to stitch'T?**

A: please don't! we prefer to handle the cutting work ourselves. if, however, you would like to only use one side of a T-shirt and keep the other side, cut the T-shirt down the sides (to create a front and a back).

### **Q: do i need to machine wash and dry the T-shirts before i send them?**

A: absolutely! please do not send unwashed items. washing and drying your T-shirts will reduce the risk of shrinking and bleeding.

### **Q: how do i pay for my custom stitch'T order?**

A: we request a \$150 deposit with your shipment of T-shirts and your order form the balance is due when your custom stitch'T product is delivered. payment can be made by check or by using PayPal if you would like to purchase one of our pre-made products, full price is due at time of purchase.

### **Q: i do not live in new york state, do i have to pay sales tax?**

A: no, if you do not live in new york state you are exempt from sales tax.

### **Q: is it possible to attach patches or small pieces/swatches of fabric onto a quilt?**

A: yes. we can usually add patches or small pieces of fabric to any quilt. there is a \$5 charge for each patch or fabric addition.

### **Q: i have all kinds of clothing i would like to include in my custom stitch'T product. what can i include?**

A:

YES:

√T-shirts

√sweatshirts

√collared/golf shirts

√sports jerseys

NO:

X socks

X undergarments

### **Q: i would like a specific color theme in my custom stitch'T product, is this possible?**

A: yes. please specify your blank T-shirt square color request on your order form. most of our customers, however, ask that we work in colors that complement their T-shirts.

### **Q: i would like each square in the quilt to include a T-shirt image (no blank T-shirt squares), is this possible?**

A: you may include as many or as few T-shirt image squares in your quilt as you would like.

**Q: i have a specific layout in mind. can i design my own product?**

A: yes, you may design the layout of your quilt, duvet cover or pillow. please refer to our product diagrams page and indicate clearly how you would like your T-shirt squares arranged on the custom order form.

**Q: i only want one side of my T-shirt used for the quilt, duvet cover or pillow, how do i indicate which side to use?**

A: we recommend that you mark an "x" on the sleeve of the side of the shirt you would like included in the quilt. if you want to include both sides of one shirt, mark an "x" on both sides of the sleeve. a permanent marker works well here. you may also pin a note to the T-shirt. please do not use post-it notes as indicators (they tend to fall off in transit).

**Q: can i use both sides of one T-shirt?**

A: definitely! please mark the sides accordingly (see question above).

**Q: if one side of the quilt is made from T-shirts, what makes up the other side?**

A: the topside of the quilt, created from your T-shirts, is topstitched down to grey sweatshirt material. quilts are made from only two pieces (T-shirt top and sweatshirt backing). there is no batting or stuffing. duvet covers can accommodate any type of properly sized insert.

**Q: how should i care for my quilt?**

A: we recommend that all stitch'T products be machine washed on a delicate cycle with like colors in cold water (no bleach). tumble dry on low heat. if you want to iron your quilt, do so on the gray sweatshirt side.

**Q: what if i am unsatisfied with my quilt?**

A: every stitch'T product is custom-made specifically for each customer. for this reason, stitch'T is unable to accept returns or exchanges of product due to a customer's desire to change the size, color or layout. we ask that our customers allow for a certain degree of artistic licensing when they place their order.

mistakes are another story. though quite rare, mistakes do happen. if an error has been made in your order, we will try our best to rectify the situation.

**stitch'T order checklist:**

- √T-shirts
- √\$150 deposit
- √order form
- √layout/design (if applicable)