

ANTIQUÉ ANGEL
2 The Dell, Chalfont St Peter, SL9 0JA, UK
www.antiqueangel.co.uk,
ph: 07765-888-136

BLOCK OF THE MONTH FREQUENTLY ASKED QUESTIONS

PLEASE READ the Questions and answers carefully as they contain important information about the Block of the Month Quilts.

What should I do if I don't understand the pattern or sewing instructions?

Please read the instructions again – it might become clearer on a second or third reading. If you are still unsure please call or e-mail us.

What should I do if I make a cutting error?

Please call us or e-mail us and we will supply you with a replacement piece of fabric. If we do not have the original we will substitute a fabric that closely matches the original. If we have an off cut piece, then there is no charge for the fabric or our time. However if we have to cut a piece from the bolt then we charge you for the strip of fabric cut off the bolt at the per metre price, ie if we cut 5cm, then you pay for 5cm.

What should I do if I find an error in my kitset?

Please call or e-mail us straight away so that we can work out the problem with you. Our kits are cut in large quantities and packed carefully and then double checked, so errors are very unlikely but we are human so they can happen on the odd occasion.

What should I do if I think I am short of fabric?

If you think you are short of fabric we must be notified within 40 days of the invoice date by e-mail or phone and we will rectify the problem. If you contact us after this time then while we can rectify the problem, there will be a charge for the time it takes us to cut the fabrics required.

Is Backing or Wadding Included in the Kitset?

Backing and Wadding are not included in the block of the month. During the term of the club we will send you details and special prices should you wish to order backing and wadding from us.

What should I do if my kitset has not arrived this month?

Please visit our website at www.antiqueangel.co.uk and check the 'News' page as we list all the posting dates of every start date for the block of the months, if there is no date it means we haven't posted your start date yet, and there may be an estimated date listed. If you do not have access to the web the if you call us we will be able to tell you what date it was sent and if it hasn't been sent yet when it will be – if you get the answer phone please tell us your question so that when we call you back we can have the answer for you straight away.

If we have sent the kit and you have not received it we will ask you to check with your local sorting office to make sure it has not been taken there as they do not always leave a card when they haven't been able to put it through your post box.

What should I do if my credit card is lost/stolen or expired?

Please call or e-mail us so that we can update your details with your new card information.

What should I do if I am moving house?

Please let us know the date you will be moving so that we know when to stop sending blocks to your old address and when to start sending them to your new house. We can hold blocks if there is a delay in your move, and send everything to the new address. Please note you will be charged for the blocks as they come ready to send even though we are holding them.

When will my credit/debit card be charged each month?

The invoices are usually processed in the first week of the month. This usually happens on the first Tuesday of the month. At times when we are very busy or because of a public holiday or quilt show we may charge your card at the very end of the previous month because it falls on a date that our accounts lady works.

When will my kitset be sent each month?

Most kitsets are sent out in the second and third week of the month. At very busy times or when we are away at a show they can be later than this however we do aim as much as possible for the 2nd and third week of the month. Please remember that the post takes 3-5 days after the posting date so you can at times be receiving your kit in the last week of the month. We do try to even out the posting, so that you don't receive a kit at the end of one month and then in the first week of another month, but please remember we cannot get them to arrive exactly every four weeks and the delivery date will vary each month.

What does it mean when you tell me there is a fabric or pattern delay?

Sometimes there are unexpected delays because of fabric or pattern delivery, this is something that is outside our control as we always order enough before the quilt starts, but for some reasons the distributor has not supplied us with the fabric. If this happens we will do our best to send what we can with a note to say what will follow, however we will wait as long as possible within the month to try and get the full kit out to you. To help you understand this – a block of the month quilt can have 50 to 100 bolts of fabric on order and if we had everything arrive at once we wouldn't be able to move in our workroom. So while it is all ordered the distributors delivery it periodically through the year and sometimes they miss the date we have requested it to arrive, which is generally a month before we need it.

Will the fabric in my kit be exactly as the picture you supplied?

We try our best to ensure that all kits are the same as the picture provided, but sometimes due to the availability of fabric we have to make a substitution of fabric. When we have to do this we will make the substitute fabric as close to the original as possible and we would never send you a fabric that we would not be happy with in our own quilt.

If you have any other question that we have not listed above then please call or e-mail us