

Returns and Exchanges Policy

At The Quilting Nerd, our return policy is simple. If you are not completely satisfied with your purchases, you may return your item for a full refund of the item of equal value, no questions asked within two months (60 days) of purchase. Don't worry; the 60 days starts from the day you receive the order. Please allow up to two months (60 days) for your return to be processed and refund issued.

Return By Mail

You can return online purchases by mail by contacting Customer Care team through our email at julieann@thequiltingnerd.com. When you email our Customer Care team, please include the following:

- Your name, mailing address and telephone number;
- The order number from our original packing slip or invoice;
- The item you wish to return; and
- The reason for your return or exchange

The customer must pay the cost of the return label and the cost of the shipping. To return the item, the item must be new, unused and in its original packaging. Just place the item in a box with your original packaging slip or invoices, and The Quilting Nerd will take care of your return or exchange as soon as possible.

How We Process Your Refund

The appropriate tax amount by item will be included with your refund. We refund the cost of the returned merchandise, minus a (*price*) return shipping & handling fee as soon as we receive and process the return shipment, *unless* the return is a result of our error.

If your return or exchange was due to the fault of The Quilting Nerd (for example, we sent you the wrong item), or if the item was damaged in transit, The Quilting Nerd will pay the return postage for your return or exchange and (for exchanges) the shipping cost for the new or substitute item.

Otherwise, The Quilting Nerd will not be obligated for the return postage for your return or exchange, or for any additional shipping and handling charges, which will be your responsibility.

Refunds and exchanges of products sold in bulk will not be granted if the weight of any returned item is less than (number of percentage) % of the original product weight. Also, please note that refunds are not issued for any expedited shipping or international shipping charges (such as USPS priority, UPS, or Federal Express two-day, next day, or overnight services), regardless of the reason for your return or exchange.

The Quilting Nerd will send you an email to confirm that the return has been completed on our end. Refunds are in the form of the original payment, so please note that your credit card

company may take up to 10 additional business days to post refund to your account. If the original form of payment was a gift card, a replacement gift card will be e-mailed to you.

International Returns

You are responsible for return shipping cost. Return shipping cost vary by location. We recommend checking with local carriers regarding return shipping options.

Please allow up to ninety (90) days for your return to be received and processed. The Quilting Nerd will send you an e-mail when your package arrives at our Return Center for verification and refund processing. Exchanges are not possible at this time. Instead, you can return the unwanted items(s) and order new items separately.

European Union (EU) Consumer Right of Return and Refund (“Cooling Off Period”)

You have the right to withdraw from your purchase at any time up to 14 days after you receive your last merchandise. If you wish to do so, e-mail The Quilting Nerd and express that you wish to cancel your order. You are responsible for shipping cost. The Quilting Nerd will confirm your Cancellation Request with an e-mail; it will send a second e-mail when your package arrives to The Quilting Nerd for verification and refund processing. Look for your refund of the merchandise cost and any applicable duties and taxes within 14 business days (Monday-Friday).

Customizable Product Returns

The Quilting Nerd is happy to replace or refund your customized order if it arrives flawed or damaged. If this happens, please contact us, and include your order number along with a photo of the issue for quick processing.

However, the Quilting Nerd regrets the customized products can't be returned *for any other reason*. For customized fabric, please contact The Quilting Nerd. The Quilting Nerd recommends ordering a sample of your fabric to make sure you love it before ordering larger quantities.

Exchanges:

At this time, we do not offer exchanges. If you would like to exchange. If you would like to exchange a product, please return it using our returns process and then place a new order.

After 60 days has passed from your order delivery, there will be **NO** refunds or exchanges.

Please note: *We reserve the right to research the original purchase, and to limit or decline refunds. Lost or damaged merchandise are not replaceable. Gift cards, store credit/merchandise return cards are not redeemable for cash, unless required by state law.*