

## HOW TO PACK AND RETURN A PC QUILTER

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If you are returning the PC Quilter for a refund, you must have received authorization to return the PC Quilter. Quilting Technologies issues an RMA # (returned material authorization) which you need to write clearly on the outside of the carton. If you do not have an RMA#, you **MUST** contact sales at [sales@pcquilter.com](mailto:sales@pcquilter.com) or call 1-877-262-8568 (continental US) or 1-360-554-8038 (outside the continental US). Unauthorized returns will not be accepted and will be returned to you at your expense. The PC Quilter must be returned in "**like-new**" condition. If it is damaged, scratched, or marred, we will need to replace the damaged parts. There will be additional charges for the damaged parts and the labor to repair or replace them. All manuals, CDs, DVDs, and miscellaneous items must be returned with the equipment. There will be additional charges for any missing items.

**If you are returning the equipment for an upgrade, only send in the necessary parts. Information as to what to send in will be sent to you via email.**

### Packing the Box

**IT IS MOST IMPORTANT** that you pack the PC Quilter correctly so that it does not get damaged during shipment. Be sure you are using the original carton including the 2 inch thick foam pieces. There are enough pieces of foam to cover the bottom of the box, all 4 sides, and the top. If you do not have the original box and packing material, most shipping facilities have boxes and packing material available. You can also find foam at the local building center in the insulation department and cut it to fit.

### The most important things you need to do are:

1) Make sure the upper carriage is held down firmly to the lower carriage. If it is not firmly attached, it will shift around and possibly (likely) cause damage. If you have not removed the shipping straps that hold it on, it is ready to pack as is. If you have removed those straps, the best way to avoid damage is to remove the upper carriage (unscrew the belt from one end and lift it off the lower carriage), wrap the upper carriage in several layers of paper - grocery bags work perfect (NOT NEWSPRINT), place one or two layers of thick cardboard on top of the PC Quilter, and then set the upper carriage on top of that - that is, have thick cardboard between the two carriages. The cardboard needs to be larger than the size of the PC Quilter - that is, the length and width should be the dimensions of the space inside the foam walls. Using an old box works fine. It is best to not use separate pieces of cardboard as they can shift around - use one solid piece and trim it to size. Or if necessary, overlap a couple of pieces and tape them together firmly. You do not want to let the upper carriage start gouging the lower carriage as everything shifts during transit. Do not put the upper carriage underneath the lower carriage - the wheels will cut it badly.

2) Be sure the power supplies and cables are on top of the PC Quilter, not underneath where the wheels will cut them.

3) If you are returning the equipment for a refund, be sure to include everything that came with the PC Quilter such as the video, the instruction book, etc. The best place to put the clamps is to wrap them (each separately) in grocery bags and put them underneath the lower carriage between the wheels (i.e. the wheels straddling the clamps - one clamp next to the other, not on top of the other). If you wrap too much paper around the clamps, they will not all fit easily under the carriage.

4) Fill all voids with clean, wadded up paper (NOT NEWSPRINT).

**5) INSURE IT FOR THE ORIGINAL PURCHASE PRICE!!! KEEP A COPY OF ALL SHIPPING INFORMATION. KEEP A RECORD OF THE TRACKING NUMBER. REQUEST EMAIL NOTIFICATION FOR SHIPPING.**

**HERE IS WHAT NOT TO DO!!!!!!!!!!!!!!!**

- a) Do not tape the upper carriage to the lower carriage - getting the tape adhesive off can take forever! In some cases, we have not been able to totally remove such adhesive and the carriages are ruined..
- b) Do not use newsprint at all - the ink will get into the parts and not be removable
- c) Realize that everything will shift during transit so fill all voids so nothing can move around. Assume it will be upside down at some point too.
- d) Bubble wrap is not useful if objects are sharp such as the wheels on the bottom of the PC Quilter - it just gets cut up and then there is no packing material once the air leaks out. That is why we use the foam.
- e) Do not use foam pellets - heavy objects just sink to the bottom of the box and then have no protection at all - the entire carriage is likely to be ruined if you return it without the 2 inch foam all the way around it.

If you have any questions about this document, please contact sales at the information in the opening paragraph.

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