

## INFORMATION FOR UPGRADING PC QUILTER TO SIDE MOUNT

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Upon receipt of your order and Agreement to Purchase Side Mount Upgrade by Quilting Technologies, you will be notified via the phone number and/or email address provided on your order form when to send your PC Quilter to Quilting Technologies. Your PC Quilter must be packed securely as explained in our packing instructions which are on our website. You will need to insure the PC Quilter according to what you paid for it. Retain all shipping receipts and get a tracking number. Keep this information in case there is a problem in shipping. Please send the tracking number, carrier information, and date shipped to [orders@pcquilter.com](mailto:orders@pcquilter.com) so that Quilting Technologies will know your PC Quilter is on the way. Once your PC Quilter has been received, it should be on its way back within two weeks. If you have not received FEDEX notification after two weeks have elapsed since your PC Quilter was received by Quilting Technologies, please check your spam filter to see if the notification is in there.

If there is no notification, then contact sales at [sales@pcquilter.com](mailto:sales@pcquilter.com) or call 360-554-0418. Please have the date your PC Quilter was received by Quilting Technologies handy. If emailing or leaving a message, be sure to give your name, the date your PC Quilter was received by Quilting Technologies, contact number(s), and best time to call with time zone. Sales will get back to you concerning your order.

What must be shipped to Quilting Technologies:

The PC Quilter and all associated belts and cables including the power supply. You do not need to send any software or other items.

Send the PC Quilter to our head office address indicated on the "Contact Us" page of our website [www.pcquilter.com](http://www.pcquilter.com).

What you will receive:

- 1) The Side Mount and all associated belts, cables, power supply, and hardware (docking parts) necessary to mount to your existing carriage.
- 2) Information on obtaining the instructions.
- 3) Studio and QTM Passwords which will be on your invoice.

The SM uses the same software as the regular PCQ. You will need to download the current software from the website user area when you receive your PCQ Side Mount.

END OF DOCUMENT