Agreement to Purchase a PC Quilter or Associated Product
Revised 01/20/2010

It is not possible to describe the PC Quilter (PCQ) and associated products in a lot of detail in a single phone call, email, or at a busy quilt show, so we are providing the following information for you to read. We do this so that you fully understand what the product does and does not do, what you can expect from us, and what we expect from you. At Quilting Technologies, we have a unique method of doing business – we want you to purchase the product only if you will be happy and successful with it. The following information constitutes the terms and conditions of your purchase, so please read it carefully. If there is anything you do not understand, please contact tech support (see our website for current contact information) . We believe that a fully informed buyer can make a better decision and not find surprises after they have purchased the product. We apologize for some of the following being in legalese and for the length. The best customer is an informed buyer!

1)   **You agree to follow the safety rules that are in the PCQ and associated product manual(s).** You understand and accept the responsibility that failing to do so could potentially cause you to be injured or cause property damage and you do not hold Quilting Technologies or any of their representatives, resellers, or associates responsible. The PCQ and associated products must not be used around children who may stick their fingers in the wrong place. The PCQ and associated products must not run be unattended.

2)   You must not be purchasing and will not resell the PCQ and associated products for the purposes of copying the products, using it, or assisting others to use it to copy the products or acquiring the products for a third party for any reason, and **you agree to not develop and/or sell or to assist others to develop and/or sell such a product either directly or indirectly**.

3)   Any **unauthorized** modification of the PCQ and associated products will void tech support and warranty**.** Please call Tech Support before making any modifications to your PCQ or associated products and request a modification request form. Approved modifications are permitted. The phone number and email address for tech support is on our website ("contact us" tab).

4)   **You must read and use the PCQ instruction manual.** You may not be successful with the PCQ and associated products if you do not want to read the instruction manual(s) or are unable to understand and successfully use a detailed but well written instruction manual. A DVD player on your PC or TV is necessary for the setup/instructional DVDs which are included with some of the PCQ products. You may purchase the instruction manual for the PCQ and associated products before you purchase the actual product. See the current price list for the cost and the amount refunded to you if you return the manual within 30 days in like new condition and do not order a PCQ. You will be responsible for return shipping costs of the manual. If you order a PCQ or associated products, the price of the manual will be deducted from the purchase price. Ordering just the instruction book does not mean that the current price for the PCQ/SM will be honored if you order at a later date and there has been a price increase or a sale has ended. You are encouraged to look through the manual if you are at all uncertain about the product. You can also download the manual for free from our website pcquilter.com.

5)   The PCQ connects to your computer either by parallel, serial, or USB (using our USB adapter). The SM model is shipped with only USB connection (but can be changed to non-USB

if you desire). The PCQ-RC (color touch screen LCD Remote Control) connects to USB only. The computer requirements are: Pentium II or better, 200 MHz or better, 256 mg RAM, 40 mg hard drive, and a CD-ROM drive. The PCQ and associated products are compatible with Windows XP, VISTA and Windows 7. You must not have other software running in the background while running the PCQ and associated products as that will interfere with operation of the PCQ. The PC should not be connected to the internet due to the possibility of getting hidden adware, spyware, and viruses on the PC which will cause unwanted issues in sewing and operation as they take resources away from the PCQ and associated products.

6)   You must have a connection to the internet (preferably on a different PC) for downloading updated software or manuals from our website. To date, most updates have been free. The updates are posted on the website – www.pcquilter.com in the user area. You will be informed of updates and all official company announcements via a free bulletin group which you MUST join. The address is: http://groups.yahoo.com/group/pcq_bulletin. Not joining that group and reading the posts may cause you to waste a lot of time and become very frustrated – you need the latest update info. The bulletin group only has posts from us so the volume of posts is minimal and easy to keep up with. There is another group that was started by a user to exchange ideas, ask non tech support questions, and post comments. The address for that group is: http://groups.yahoo.com/group/PCQ. Membership to that group is optional but is highly recommended.

7)   **You must have basic computer skills to be successful with the PCQ and associated products.** Upon receipt of your order for a PCQ, you will be sent a simple PC skill test via email. It is easy – very few people do not pass! We do this to ensure that the customer will be successful with the product. After successfully completing the test and emailing back to support, a phone call will be scheduled to ask questions about your particular setup and answer any questions you may have. The following computer/Windows skills are required: how to use dialog boxes (to save or open files in the correct folder), how to use Windows Explorer (to view, rename, or copy files), how to use a simple text editor such as Notepad. If you wish to make your own patterns, you must know how to use a simple drawing program such as Windows Paint or equivalent. Some of our users also use Corel or Auto Cad. The ability to use a scanner is another skill that would be helpful in order to scan in a drawing or line image and save it in order to create your own patterns. The digitizer is not a one step process. The steps are indicated in the manual. If you do not wish to digitize patterns, there are free ones available on the users group on Yahoo - http://groups.yahoo.com/group/PCQ or you may purchase them already digitized from the designers listed on our website. There are thousands of patterns available at reasonable prices. If you do not have the basic skills needed to set up the PCQ, then having someone who is available to help you is acceptable. That person must be the one who takes the little test, reads the manual, and contacts Tech Support for help. Their contact information must be on the order form. If at a later date you acquire the skills needed, contact Tech Support to talk with you so we can change our records. You or the authorized helper must know Windows skills listed above because we do not teach basic Windows skills on the phone or via email. If you need to learn more, we can recommend a book or classes. Having good basic skills will help you enjoy the product and quilting more.

8)   Being successful with the PCQ and associated products does require the user to be fairly comfortable with technology. The user should be prepared to be patient and cooperative with Tech Support while trying to resolve problems that may arise such as issues with the customer's computer or software on the customer's computer that is interfering with the operation of the PCQ and associated products. Usually, this is not difficult but sometimes it takes time to try

different solutions for a particular problem you might encounter. The user must be willing to try another computer if the problem is suspected to be with their computer. The PCQ is a sophisticated robot that you will be integrating with your PC, quilt frame, and sewing machine. It is not quite plug and play. Users who do not really understand PC basics or cannot follow written instructions may decide that the product is not for them. Tech support is available for any help you may need however, tech support may be temporarily denied if someone is exceedingly impatient, is exceedingly rude or argumentative, or does not wish to follow the requirements in the agreement. It is extremely rare for this to occur.

9)   You must have a machine quilting frame to use with the PCQ or plan to build or buy one. The PCQ works with most machine quilting frames. A list of compatible frames is on our website – www.pcquilter.com. If you do not see your frame listed, contact Tech Support to see if it is possible to use the PCQ with your particular frame. When you order a quilt frame, be sure to tell the manufacturer you are going to use a PC Quilter as some frames require minor modifications supplied by the manufacturer. The PCQ has a wheel spacing of 19 1/8 inches. If your track spacing is different, you may need to purchase an additional wheel adapter from Quilting Technologies or a modification from your frame manufacturer. The SM model has built in spacing adjustment. In a few rare cases, you may need to purchase wheels or other parts from the frame manufacturer.

10)   The standard PC Quilter has about 16 inches of travel and works with sewing machines with a throat depth up to 19 inches. The Model F is for domestic machines with a 9 inch or less throat. Heavier or mid-arm sewing machines require the Studio or SM model. The SM model allows for 24 inches of travel. Keep in mind that you lose the diameter of your take-up roller before you even get started. You will need to ensure that the PC Quilter and the machine will be balanced (does not tip). This is usually not a problem if your frame is designed to work with your sewing machine. If using a domestic sewing machine, the feed dogs must be able to drop, cover, or be removed. The machine should be able to sew a straight stitch as slow as about 5 stitches per second, sew well in all directions, have a hopping type quilting foot, and have sufficient room for the rolled up quilt within the throat of the sewing machine. When using a sewing machine with a throat that is 9 inches or less, it may be necessary to pre-baste the quilt and flip it when half done. If you feel that you may progress to a heavier/faster sewing machine, it would be a good idea to go ahead and purchase the SF (Studio model) or SM (Side Mount model). We also offer upgrades to any model PCQ if you desire. For example, you can upgrade an F or PF or SF to an SM. For some sewing machines, Quilting Technologies provides an ESD (Electronic Switching Device). If your sewing machine does not have a port to plug one in, it may be necessary for you to wire the ESD into the on/off switch. This type of machine will normally be an industrial machine or long-arm. If you are using a Homesteader and it was not purchased PC Quilter ready, you must contact us for an adaptation (not doing so could damage the PCQ)

11)   The SM works with most mid arm and long arm frames. The SM has a maximum track spacing of 30 inches. The SM attaches to your existing carriage. The SM has a quick disconnect system to allow for ease of switching between computerized and free motion/hand guided quilting. The SM is also compatible with most frames using a 9 inch throat machine. If your tracks require a different wheel than what comes on the SM, it is the responsibility of the purchaser to obtain those wheels from their manufacturer. The exception to this is the Hinterberg Stretch. Some frames may also require the purchase of additional parts from the frame manufacturer.

12)   The PCQ and associated products come with six months tech support and warranty if used for personal use. If it is used for commercial use or a large group of quilters, the tech support and warranty is 90 days. If a PCQ is shared among several users, only one user must be designated to contact tech support (this is to avoid coordination problems) Additional tech support/extended warranty is available for purchase. See the current price list for cost. The warranty (initial or extended) only covers the cost of parts and our labor (if needed). The customer will pay for shipping costs and must return defective parts for credit. If the defective part is not returned within 30 days, the customer will be charged for the part. Free software updates do not include tech support. You must have current tech support if you desire to receive tech support for the updated software. Please try to resolve your problem by reading the manual before calling tech support. **Tech Support is not a substitute for reading and using the manual.**

13)   The software to run the PCQ and associated products are included. Most updates are free but if significant new features are being added to the software, there may be an upgrade fee. Those upgrades that offer additional features are optional. It may be that there is a more up to date version of the software available in the user area of the PC Quilter website. After installing the software that came with your PC Quilter or associated product, check the user area for updates. Other optional software (Pro Q Designer and PCQ Assistant) is available for purchase from third parties. See the PC Quilter website – www.pcquilter.com under Third Party Products for additional information.

14)   There is a **14 day** return privilege (14 days from the **date you receive the product**). Keep the original box and packing in case you do need to ship the PCQ or associated product back. You will be charged a return fee of 20% of the purchase price and you must pay the return shipping. The 20% return fee covers testing, restocking, the original shipping to you, insurance, and payment processing fees. The product(s) must be returned in **"like new" condition** (no damage or marks) which requires correct packing to prevent damage during shipping. You **MUST** call tech support and receive a return authorization number before shipping the product back.   That return authorization number must be written in bold letters on the outside of the box. Quilting Technologies will refuse delivery of returns lacking an RMA number. Please keep all shipping documents and receipts. The package must be insured for the purchase price. Your refund will be given after receipt and verification of the condition of the product (generally in about one week after return is received). Additional charges will apply for any unit that has damage upon receipt by Quilting Technologies. You will be responsible for all parts and labor to repair and/or replace the damaged parts. Please pack properly to avoid that. We can provide a "packing instructions" document to help you.

15)   If you later sell your PCQ or associated product, any remaining tech support and warranty are NOT transferable.

16)   If the buyer of a used PCQ or associated product wants to gain access to our website with the latest software, the unit must be registered with Quilting Technologies at no cost. The procedure to register the used PCQ or associated product is as follows: The prospective buyer must download the current Agreement to Purchase a PCQ or associated product and the order form from the website. The potential buyer must read the Agreement to Purchase, initial each page and sign and date the last page, and fill out and sign the order form stating that they want to purchase a used unit and provide the name of the person they purchased the unit from along with all pertinent information. Both the signed and initialed Agreement to Purchase and the signed order form should be faxed to 360-343-1333. If you cannot fax, scan in the forms and attach them to an email and send to support@pcquilter.com.

17)   If the buyer of a used PCQ or associated product wants to purchase tech support, they must indicate that on the order form and provide payment info. Upon receipt of the order and Agreement to Purchase, the buyer will be contacted by Tech Support for approval of their PC skills and ability to work with Tech Support **before** the tech support is approved. Upon approval, the buyer must purchase one year of tech support/warranty (not just the six month increment which is for current customers only) for each product. The warranty applies only to a fully functional PCQ or associated product.

18)   As the seller, you agree to inform the buyer of these requirements prior to the sale. The seller should advise the potential buyer of the need for computer skills and ability to read manuals. The final approval for the buyer who desires to register their PCQ and purchase tech support/warranty is done by Quilting Technologies. It is exceedingly rare for a prospective buyer to be declined tech support. Once the tech support approval process is completed, the seller and buyer will be contacted by Quilting Technologies. The seller should contact sales via email at sales@pcquilter.com when the transaction has been completed and the equipment has been shipped so that Quilting Technologies can update their records. The tech support for the new owner, if purchased, will start upon receipt of the verification from the buyer that the transaction has been completed. The new buyer will not be charged for the tech support until that time.

19)   Purchasing tech support for a used PCQ or associated product and registering the PCQ or associated product is at the discretion of the buyer – it is optional – it is not required. But without registering the PCQ, the buyer will not have access to the user area of the website where software updates are provided and without purchasing tech support, the buyer cannot contact tech support for assistance. It is highly recommended that the buyer register and purchase the indicated tech support. It is also highly recommended that the potential buyers PC skills and ability to work with tech support are evaluated by Quilting Technologies before the sale is consummated. This is to prevent a PCQ or associated product being sold to someone who is unable to use it and is unable to purchase tech support.

20)   The PCQ or associated product software is not warranted in any way, including but not limited to suitability of purpose or defects. Any software advice is provided in good faith as being correct.

21)   This agreement is governed by the laws of the State of Washington. Any litigation or legal procedures regarding this agreement or the product must be in Jefferson County, State of Washington.

22)   All pages of this document must be read and initialed. Please sign below and fax all pages along with the order form to 1-360-343-1333.

Name_____

Date_____

Again, we apologize for some of the above being in legalese. We also apologize for the length of the above but we feel that the customer should know exactly what is required to be successful with the product. The best customer is an informed buyer. Happy Quilting!

End of Agreement to Purchase