

 WELCOME

**Hi,**

A big warm welcome to Backstitch Bobbin Memory Bears! We’re so excited that you’ve chosen us to help preserve your special memories with a custom-made memory bear.

At Backstitch Bobbin Memory Bears, we believe in creating something truly meaningful and personal. Here’s a little more about what you can expect:

* **Custom Designs**: You can provide your own fabrics or choose from a selection we have available. Each bear is designed to capture the essence of your memories, whether it’s a favourite shirt, jeans, dresses, blankets, or something else entirely.
* **Quality Craftsmanship**: Every bear is handmade with attention to detail, ensuring that it’s not only a beautiful keepsake but also durable and lasting.
* **Personal Touch**: We’re here to make sure your bear reflects exactly what you envision. Whether it's adding a special message or a unique feature, we’re happy to work with you to bring your ideas to life!
* **Clear Communication**: From the moment you place your order until the bear is ready, we’ll keep you updated and involved in the process, ensuring everything is just right.
* **Important Information**:
To help us create the perfect memory bear for you, we’ll ask you to complete a **Disclaimer** and a **Questionnaire**. The **Disclaimer** will cover any important details about the materials or fabrics being used, while the **Questionnaire** will help us gather all the specifics we need to personalize your bear (like colours, special requests, and any messages or memories you’d like included).
* Once we receive your completed forms and fabrics, we’ll be able to begin crafting your memory bear.
* You can take a look at our previous creations and read testimonials from other happy customers on our Instagram page here: https://www.instagram.com/backstitchbobbinmemorybears/
* If need help with any part of the process or have questions about the forms, feel free to reach out!
* You can message us on Facebook, Instagram or email us at lornarache@gmail.com.
* Thank you again for trusting us with your memories! We can’t wait to create something special just for you.

Kind Regards

LORNA X

 **Memory Bear Customisation Questionnaire**

**About You**

1. **Your Name:**
2. **Contact Information (email/phone):**
3. **Preferred method of communication:**

**About the Bear**
4. **Who is this bear for?** (e.g., yourself, a loved one, or in memory of someone special):

5. **Who does this bear represent?** (e.g., a family member, friend, or loved one):

**Material Preferences**
6. **What clothing items or fabrics would you like to use?**

* Example: shirts, dresses, uniforms, baby clothes, blankets, etc.
1. **Do you have any specific pieces that hold the most sentimental value?** (Please describe):

**Design Preferences**
8. **What colours or patterns are most meaningful to you?**

9. **Would you like a classic, heavy weight, baby clothes, uniform or character bear.**

10. **Do you have a preference for fabric placement? PLEASE NOTE. For best results I recommend plain fabric to be used for the muzzle.**  (e.g., a specific piece for the head, arms, etc.)

**Personalization Options**
11. **Would you like the bear to have any additional features?**
- Embroidered name or message

- Special accessories (e.g., a bow, scarf, or hat)

- Glass eyes brown or blue or black beaded eyes (please specify preferences)

**Character bear only questions 12 - 15**
12. **Are there specific details or symbols that represent the person or memory? Tattoos? Character bear only questions**

**About the Personality or Story**

13. **Can you describe the personality of the person this bear represents?**

14. **What are your favourite memories of this person, and how would you like the bear to reflect them?**

15. **Are there any hobbies, interests, or traits of theirs you'd like included? For example favorate flowers, sports, or have a punk style**

**Additional Requests**
16. **Do you have any specific deadlines for completing the bear?** (e.g., for a gift or memorial):

17. **Is there anything else you’d like me to know or incorporate into the design?**

**Photos or Ideas**
18. **Would you like to share any photos of the clothing or inspiration for the bear?**

**Consent**
19. **Do you give permission to share photos/ videos of the finished bear (if anonymous) on social media or my website?**

 DISCLAIMER

 IMPORTANT INFORMATION

As these memory bears are handcrafted using materials you provide, they are designed to reflect the unique story and sentiment of the fabric. Please note the following:

* **Material Conditions**: Slight imperfections or wear from the fabric are a natural part of the bear's charm and authenticity. Delicate or fragile materials may pose limitations during the crafting process.
* **Occasional Risks During Production**: In rare cases, issues such as fabric catching in the sewing machine or similar mishaps may occur. Every precaution is taken to handle your materials with care, and I will promptly communicate with you if such an issue arises.
* **Non-Refundable Policy**: Due to their personalized nature, custom memory bears are non-refundable.
* **Adjustments and Repairs**: I will work with you to address any concerns regarding the finished bear where feasible. Minor adjustments or repairs can be made if necessary; however, significant alterations may not be possible.
* **Unresolvable Issues**: If a situation arises that cannot be resolved despite my best efforts (e.g., fabric damage beyond repair), I will consult with you to explore options, such as returning the remaining materials or using alternative designs. While these occurrences are rare, I aim to approach any complications with transparency and care.

By placing an order, you agree to these terms and understand that I will take great care to create a special keepsake to honor your loved one's memory with the utmost respect and craftsmanship. Thank you for your trust.

PLEASE SIGN AND DATE HERE …………………………………………………………………………………………………

