



TERMS & CONDITIONS

Airwing Stitchery Services

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I keep things simple: do the job right, do it on time, and stand behind the work. These terms exist so we're both on the same page before a job starts. If anything here isn't clear, just ask.

1. QUOTES & PRICING

Every job gets a written quote before work begins. The quote covers the work described — if you add items, change artwork, or change the scope after work starts, I'll quote the difference before continuing. Quotes are good for 30 days.

2. DEPOSITS & PAYMENT

Custom orders require a 50% deposit before work begins, with the balance due at pickup or delivery. Your deposit covers materials and setup, so once work has started, deposits are non-refundable. Finished orders are released when the balance is paid.

3. ARTWORK & APPROVAL

You'll approve your design before anything gets stitched or printed. Once you approve a proof, that's what I make — so check spelling, colors, and sizing carefully. Changes after approval may cost extra. By submitting a logo or design, you're confirming you have the right to use it; I don't reproduce trademarks or artwork you don't own.

4. CUSTOM ORDERS

Custom embroidered, printed, and upholstered work is made specifically for you and can't be restocked or resold, so custom orders can't be returned or exchanged. That said — see Section 6. I don't walk away from a job you're not happy with.

5. CUSTOMER-SUPPLIED ITEMS

I'm glad to work on garments and items you bring in, but I work on them at your risk. Embroidery, printing, and upholstery are unforgiving on unusual fabrics and worn materials, and I can't replace an item you supplied if something goes wrong. If I think an item won't take the work well, I'll tell you before I start.

6. IF SOMETHING'S NOT RIGHT

Look your order over at pickup and tell me about any problem within 7 days. Every situation is a little different, so I handle issues case by case — but my word is simple: if the mistake is mine, contact me and we'll make it right. I built this business on repeat customers, not fine print.

7. TURNAROUND

I'll give you an honest completion date when you place your order, and I have a record of hitting tight deadlines. If a supplier delay or equipment issue affects your date, I'll tell you as soon as I know — you'll never have to chase me for a status update.

8. UPHOLSTERY WORK

Upholstery services cover motorcycle, boat, and ATV seats, plus slip covers. I don't do couches or household furniture.

9. PICKUP & ABANDONED ITEMS

Please pick up finished work within 30 days of being notified it's ready. Items left over 90 days after notice may be considered abandoned and disposed of or donated.

10. VETERAN DISCOUNT

If you wore the boots, you save some loot. Mention your service when you order — thank you for it.

11. LIMITATION OF LIABILITY

My responsibility for any order is limited to the amount you paid for that order. I'm not liable for indirect losses such as missed events or lost business tied to a delayed or defective order — though Section 7 is exactly why that rarely comes up.

12. GOVERNING LAW

These terms are governed by the laws of the State of Washington. Any dispute we can't settle over a handshake will be handled in the courts of Chelan County, WA.

13. CHANGES

I may update these terms from time to time; the version posted on www.airwingup.com applies to new orders.

Questions? Call or email me directly — you'll get the owner, not a call center.

Leonard Jolly

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