



Island House Needlepoint, LLC  
10 Tommys Lane  
Norwalk, CT 06580

## General Policies

*Who do we provide finishing services to?*

1. *Island House finishes work directly for you!  
We do not outsource any of our work.  
All work is checked in, tracked, and cared for as our own.*
2. *While our primary business is direct to stitchers, we do also offer wholesale finishing to Local Needlepoint Shops.*
3. *We finish our grommets tags and flats for acrylic tray to many Local Needlepoint Shops!  
Please e-mail us to get started.*

*Does Island House use images of my finished work?*

4. *Island House reserves the right to use photos of finished pieces for social media, website, advertisements, and the like.*
5. *If you prefer your work not to be shared, you must include a note on the finishing form indicating such.*
6. *We prefer to give credit specifically to you for your beautiful stitching! We understand that many pieces are stitched for gifts so please let us know if it is ok to tag or acknowledge you as the stitcher.*

*What happens if I do not pay for my finishing?*

1. *If you do not respond in a week to the invoice sent to your listed e-mail, we will give you a call at the number listed on your finishing form to confirm you received the e-mail.*
2. *Items not paid in full 90 days after invoicing become the property of Island House Needlepoint.*

*What can cause damage to my needlework?*

1. *Island House Needlepoint is not responsible for bleeding of fibers, or canvas markings (painted design, border lines, etc.).*
2. *Island House Needlepoint is not responsible for damage to lose beading and/or stitching that is not firmly attached to the canvas.*

## Timing

*What is fast turn finishing for grommets tags?*

1. *A turnaround time of **one month or less** is offered for tags with grommets including both Travel Tag and Bag Tags.*
2. *Grommets travel and bag tags must be stitched to very specific sizes.*
3. *Please see our blog posts describing how to design or change a design to fit onto the Travel Tag with Grommet and Bag Tag with Grommet platforms.*
4. *All 18 mesh Hedgehog Retro Travel Tags can be finished on this platform. Please do not stitch outside of the area that is painted / painted.*

*How long will it take to get my finishing back?*

1. *Finishing times vary pending the desired finish, and seasonal volume fluctuations. If you have specific timing requirements, please e-mail for approximate ship dates prior to sending in your work.*

## Pricing

*How much will my finishing cost?*

1. *Each type of item to be finished has a different cost, for example there is not one price for “an ornament”.*
2. *If you would like an estimated cost for finishing you can e-mail a photo and we can provide an estimate. However, the final finishing cost will be established once the canvas has arrived at Island House for evaluation with all finishing specifications defined.*
3. *Prices do not include return shipping. Return shipping will be charged based on standard postage rates. Shipping is typically via the USPS; other shipping companies can be used for larger bulky items if necessary.*
4. *CT sales tax will be added for customers with addresses within the State of Connecticut.*

*How do I pay for my finishing?*

1. *Upon completion of finishing an invoice and photos of your pieces will be emailed to you.*
2. *Checks or Zelle transfers are accepted for payment. We DO NOT ACCEPT Credit Cards, PayPal, Venmo.*
3. *Finishing will not be shipped until payment has been received.*

## Shipping

**How do I send my work to Island House for finishing?**

1. *Ship finishing to:  
Island House Needlepoint, LLC  
10 Tommys Lane  
Norwalk, CT 06850*
2. *Include one finishing form with each canvas submitted.*
3. *Please ship all canvas inside a watertight bag (inside of packaging) to prevent accidental damage during shipping (rain, snow, package opening).*

*How does Island House return my work once it is finished?*

1. *Shipping is typically via the USPS (Priority or First-Class Mail); other shipping companies can be used for larger bulky items if necessary.*
2. *USPS shipments are tracked, you will receive and e-mail directly from the USPS with the tracking information once we generate the shipping label.*
3. *Return shipping will be charged based on standard postage rates. Shipping is typically via the USPS; other shipping companies can be used for larger bulky items if necessary.*
4. *IHN can ship internationally. Additional costs for customs or the like will be added to the finishing invoice.*

## Stitching Specifics

*Do I need to include “finishing rows”?*

1. **DO NOT** include any “finishing rows” around the canvas.
2. *All pieces are finished up to the stitched edge. Extra stitching may cause the finished piece to be bulky or uneven or make finishing by IHN not possible.*

*Do I stitch in the hole on grommeted tags?*

1. It is preferred if you do not stitch the hole in the grommeted tags. This area of the canvas will be removed during the finishing process.
2. If you did stitch over the hole the stitching will be removed (punched out) during finishing. It is usually ok but if you have used long stitches the stitches in the adjoining areas may loosen.

*Can Island House accommodate backgrounds with open stitching?*

1. Needlework with open backgrounds will typically be lined behind the work with a sparkle or solid color fabric prior to finishing.

*How do I decide what areas to stitch?*

1. There are lots of designs that do not have specific guidelines to know where to stitch to. We are working on future blog post to help guide you in deciding shaping.

*Can pieces with skinny areas be finished?*

1. Needlepoint with very skinny areas such as necks of small bottles, legs of animals, and the like do not make for stable finishing. It is often better to add some sort of a border to make these pieces stronger.
2. Finishing with very narrow sections will be fragile and as a result we can not be responsible for damage to the piece / finish.
3. We will reach out to you if we do not feel the piece will be stable when finished.

## **Cording**

*What kinds of cording / fibers does Island House use?*

1. All cording is fabricated in house!
2. We have many cotton and metallic fibers to choose from.
3. Please include any specific preference of cord colors on your finishing form.
4. To have Island House select cording colors and fibers please indicate "finishers choice" on your finishing form.
5. For "finishers choice" cording we will work with colors within the piece and backing fabrics to select the best options. If we are unsure, we will make up samples and send you photos for your selection.

*How many colors can my cording include?*

1. Cording can be one, two, or three colors.
2. If a one-color cord matching the main color of the piece is desired, and the fiber used has a dye lot we, suggest providing the fiber **of the same dye lot for the cording**. Please keep this in mind when purchasing your fibers.
3. We can add multiple strands of different colors within each of the "cording colors" to produce a speckled look cording.

*Can I supply my own cording fibers?*

1. Customers may supply cording fibers, however; **skeins must not be cut**.
2. There is not a cost reduction for using customer supplied fibers.

## **Fabrics**

*What kinds of fabrics can be used on the back of my finishing?*

1. We have hundreds of fabrics to choose from! Please be sure to let us know what you prefer.
2. We typically use mid weight fabrics such as moire', cotton, silks.
3. We can use cotton velvets; however pieces typically have a bulkier look to them. Velvets cannot be used on pieces sharp corners as the material frays.

*Can I provide my own backing fabric?*

1. Yes, we can usually use your fabric. However please remember that we hand sew all our work. "Bullet proof" fabrics do not make our finishers happy ....
2. Consider that heavy fabrics may cause undesired bulkiness of the finished piece.
3. Light weight or stretchy fabrics may not provide adequate structure to keep your piece finished in its intended shape.
4. There is not a cost reduction for using customer supplied fabric.
5. We will return any unused fabric with your finishing.

### **Monogramming**

*Does Island House provide monogramming services?*

1. We provide "simple monogramming" typically initials and numbers.
2. We cannot accommodate special characters or symbols.
3. Please keep in mind the available space when requesting monogramming. Reduction of font sizes to accommodate lots of characters causes text to become less readable.

*Do you monogram velvet?*

1. Yes, we do monogram velvet. Keep in mind that the monogramming may not be as legible as on a smooth fabric due to the velvet surface.
2. We do find that tone on tone colors look best on velvets.

### **Blocking**

*Does my needlework require blocking?*

1. Ornaments stitched on tightened frames (stretcher bars) typically should not require blocking.
2. If blocking is required IHN will do our best to put the piece back into shape. Please note, **not all pieces are able to be properly reshaped.**

*I would like my piece finished into a clutch/bag and it is not square is it possible?*

1. We highly recommend stitching on a frame when your piece is not able to be supported by the structure of the finish.
2. We will block the piece but often the work will go back to its angled shape when released from the blocking board. The resulting finished piece will not be square.

*What if my piece is really distorted?*

1. We have custom blocking boards that enable us to "pull" misshapen work back to the original shape.
2. Once items are pulled into shape, we do can lock the piece into shape with an organic glue that we make ourselves. We will always contact you if your piece prior to gluing anything!

*Can blocking damage my needlework?*

1. Island House is not responsible for bleeding of fiber colors during the blocking process.

## Magnetics

What are the **hazards** of using magnets?

1. Please always keep in mind magnets are not suitable for children and pets!
2. Magnets are strong and are a choking hazard. Please be sure to keep them away from children, pets and electronics that may be affected by magnetic forces.
3. Magnets are breakable! When two magnets are locked together (e.g. needle minders) slide them apart instead of trying to pry them apart.

Can Island House accommodate magnets in my finishing?

1. We have A LOT of experience with magnets and can include them in many of our finishes.

## Embellishments

Can Island House add embellishments to my finishing?

1. Yes, we can add embellishments such as beads, bows, tassels, or special trims to your finishing.
2. Please specify any special embellishment requests on the finishing form.

Can I provide my own embellishments?

1. Yes, we will do our best to integrate your special pieces into our finishing.

How much will it cost to add embellishments my finishing?

1. Embellishment of finishing is charged on a time and materials basis.

## Stitching Services

Does Island House provide stitching services?

1. Based upon availability we may be available to (ghost) stitch your needlepoint canvas. Please e-mail for availability and pricing.

What if I send in my work and with some areas that still need stitching?

1. If we find during finishing small areas that need to be stitched, we can provide this service. We will always contact your prior to adding stitching to your work.

## Instruction

Can Island House help me decide what to do with my stitched piece?

1. We love consulting with you to generate ideas for your needlework finishing! There is no charge for basic consulting.
2. Please feel free to e-mail a photo and give us a call so that we can share our creative process.

Can Island House help me learn to needlepoint?

1. Yes, we love new stitchers!
2. We teach in person, via FaceTime or over Zoom
3. Please e-mail or call for availability and pricing.

Can Island House teach me to finish?

1. No. Our techniques have been developed over finishing of thousands of pieces.