



# The next step in purchasing your Gammill

Making a decision to purchase your new Gammill can be a difficult one for some. We hope that this guide will provide you with the confidence that our dealership will support you along your journey to owning your own Gammill Quilting machine.

As Gammill owners ourselves, we too have been in this position as a buyer of a longarm quilting machine and understand the many hours researching, looking and dreaming that has brought you to this point. Making absolutely sure that you have made the right decision is evident if your search has brought you to here to us.

## What's the next step?

Want to jump in? Making the first step to ownership is the hardest. Deciding to take the plunge is the most exciting and nerve racking point, but it is the first step to owning your very own Gammill and the first step to fun quilting as part of our world-wide Gammill family for many years to come.

### Step 1. Detailed Estimate

Firstly, we will provide you with a detailed estimate showing USD pricing, conversion, shipping, import and delivery charges associated with the import and installation of your new Gammill. As these machines are custom made, they are crated and shipped to Australia as per your requirements. This allows you to personalize your machine and table to your requirements. Prices are

estimated based on a currency conversion to Australian Dollars in line with market rates. Final conversion will be made at the time of receipt of deposit in full to our account.

If there are any optional extras or changes to original order (including table size, optional colours etc), this is best done at this point to avoid extended delays.

### Step 2. Deposit:

Upon acceptance of our final estimated pricing for your new Gammill, a deposit of 60% of the total purchase price is to be forwarded to our account as detailed in the estimate. Upon receipt of deposit in full, we will make final currency conversion once funds are cleared into our account by our bankers. International currency rates are constantly changing so we can only secure the rate once funds are cleared for exchange. Currency conversion rate will then be fixed and final. We will provide you with a pro-forma invoice detailing the currency conversion rate, total amount payable and we will detail deposit amount paid.

We as a dealership fund the remainder of the purchase price until delivery is made to your site. Balance payable will then be due on or just prior to delivery of your Gammill to your designated delivery address.

Any possible savings to your shipping or import charges will be adjusted on the final invoice which will be forwarded prior to delivery to your site.

### Step 3: Getting ready for delivery

For many owners, this is the most challenging as it can involve some major projects to be achieved to accommodate the new system. Clearing areas and so forth can be challenging.

Delivery of your new system generally takes approx. 8-12 weeks from deposit payment.

What you need to ensure is that you have the following ready for delivery.

- Clear area for installation
- At least a 10amp dedicated electrical power point in the installation area for the operation of your machine.
- Surge protector of exceptional quality with a warranty and insurance protection factor (we have these available for purchase if you cannot find a good one)
- Some lifting assistance for an hour or two to help with unloading equipment if in an area outside of the Brisbane metro area.
- Permanent Wi-fi connection available in the installation area. This will ensure your electronic equipment is able to update effectively.
- At least 3 small Quilt tops, backing, thread & wadding ready for doing some test quilting and training.
- Get set for some fun quilting....

## Training

We have many queries regarding training and support for new owners. This is how our dealership helps its new owners with training on their new Gammill.

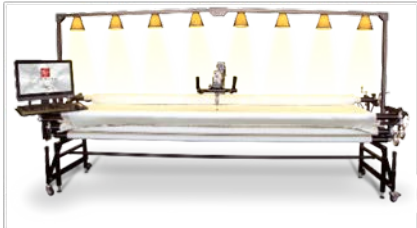


### Vision 2.0 machines

As hand guided machines, we take you through the loading and quilting set-up process, tablet operation, functions of the machine, using pantographs, laser functions as well as addressing aspects regarding regular maintenance of your new Vision 2.0.

We offer pre-ownership training on our demonstrator machines so that you can get started on this process while your machine is on its way.

### Statler by Gammill

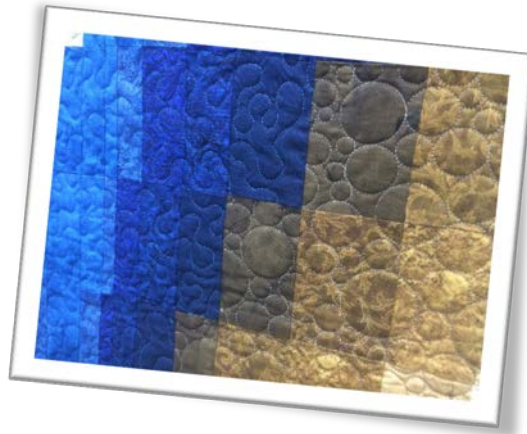


New Statler owners can also begin their pre-ownership training as soon as deposit funds have been received in full.

We can provide you with a copy of the latest version of CreativeStudio loaded on your Windows 7, 8 or 10 laptop so that you can begin the learning process.

Owners have the option of pre-ownership training at our store over 4 x half-day sessions in practical learning in loading quilts, machine operation, functions and features of the Statler & CreativeStudio, general maintenance and much more.

Alternatively, if travelling to our Brisbane office is not feasible before delivery of your new system, we will spend at least 3 full days covering all those elements that we would normally cover during our in-house training sessions.



This will help to ensure that you begin your Statler journey with great support and lots of fun learning your new quilting machine.

### Ongoing support

As Gammill Dealer Professionals, we are committed to our customers to provide an exceptional level of customer support and ongoing training for all new and existing owners, who need assistance or would like to learn more to expand their quilting skills and experience.

We conduct regular training events at our store and also in regional areas. In conjunction with Gammill we organize major events including bringing Certified Gammill Teachers to Australia to assist Gammill owners to expand their knowledge and support them with education and inspiration for the future.

### Service and Technical Support

As part of our commitment to our local clients, we travel frequently to Gammill in the USA for ongoing training and dealer education so that we can better serve you with service and technical issues if they arise. Having a local dealer to support you here in Australia with parts, accessories and technical support is reassuring if you need assistance. We offer all our clients our mobile contact details so that you can contact us at those times when you need assistance with your machine, software or technical queries.

## Questions?

We are always pleased to assist and answer any queries that you may have.

As quilters and Gammill Dealers, we are here to provide you with exceptional customer service, support and advice.

We welcome your queries and hope that we can help you to fulfilling the dream of owning your new Gammill Quilting System.

Contact Details:



## Quiltshack

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