

This document contains some important information for some of the most common questions we receive.

THE COLORS IN YOUR DESIGNS

You may find that the designs you order from us do not have the same colors you see on the website. This is because of the nature of different design formats. Each format has its own internal color palette. Some formats have as few as 28 internal colors – others more than twice that many. When designs are converted from one format to another, the software tries to *guess* what is the closest color match. Sometimes the guess is very good and the design looks as if it has similar colors. Other times, the guess is not good and the colors look strange. Many of our designs use many shades of one color. If a design has 5 shades of green, and the format only knows 28 colors, chances are it is not going to recognize all those shades. What will happen instead is the colors will all be combined into one – ruining your stitch out. To prevent this from happening, I am now converting our more complex designs that have a lot of shades of colors using only default colors. The designs will look garish, but they will have the correct number of color stops which is the important thing. The only important thing for a design to have is the right number of color stops. Any color you see on your computer screen or embroidery machine screen is for aesthetics only.

With your designs you have received a color chart for each design which lists in order the colors to be used. This is what you should follow when you stitch your designs and ignore the colors your machine might show. The color charts also have a full color image of the design. If you don't use the brand of thread that we use, BFC thread, we have also supplied a thread conversion chart with our sets from BFC to many major brands. You can also download BFC conversion charts from www.BFC-Stash.com. We are continually working on additional charts for that site to cover all the brands of thread used.

PLEASE NOTE: If you make any changes to the designs in your software, including resizing, changing colors, or just opening and saving, be sure to check the number of color stops your machine says are in the design and compare this to the color chart provided. If they are not exactly the same, reload the original design you received. If you have this problem with any original designs you have received from us, please contact me right away and I will correct it for you.

ADMELODY THREAD and BFC THREAD

We use only Admelody thread in our designs (we started using Admelody thread with Design set BFC346 – before that most sets were done with ARC rayon thread). I chose Admelody when I learned that ARC was no longer going to produce its rayon thread and I wanted to promote only a quality, low priced thread. I found Admelody and have been extremely pleased with its performance and color palette. When it was no longer going to be sold in US and I couldn't find another distributor, my partner Kerrie and I set up the www.BFC-Stash.com website to carry the thread. Unfortunately the manufacturer

stopped making it so we have come out with our own brand, BFC Thread. I have chosen colors for our thread that will have plenty of shades to do realistic designs. We hope to eventually add more colors.

THERE IS A GAP OR THE OUTLINES ARE OFF

The most common reason for this happening is the fabric is slipping in the hoop during stitching. If you are using the recommended stabilizer for your fabric and hooping properly and still having this problem, the easiest solution is to wrap something like vet wrap (a product like a thin Ace bandage sold inexpensively for pets that adheres to itself) around your hoop before you hoop your fabric. This will hold the fabric firm during the longest stitch outs.

IF YOU HAVE PROBLEMS

If you encounter any kind of problems while stitching our designs, please contact me immediately at Suz@BFC-Creations.com. I will help in any way I can to help you achieve the results you expect.

Thank you,

Suz