

Customer Service



ABOUT THE COMPANY

The Electric Quilt Company is the **leading quilt design software company in the world**, with wholesale customers and distributors in the U.S., Canada, Europe, Great Britain, Japan, Australia, New Zealand, and South Africa. In the 13 years the company has been in business, it has produced 29 software editions and published 12 books.

The company stays in touch with quilting trends via email, an active 3000-member mail list, attending quilt shows, and simply **listening to our users** talk about projects they're working on. All this information helps determine potential products, while staying ahead of the game in the industry.

The Electric Quilt Company prides itself on making software easy to use and offering top-notch technical support to the users. It's important that the support books and software online help be written in a step-by-step, user-friendly style allowing even the most novice computer user to succeed. It's equally important to provide **pleasant "real person" telephone and email technical support**, as well as Web Forum support for its products. Electric Quilt wants its software users to feel comfortable contacting the company when they need help. The company has received many rave reviews, not only for the software, but for how well the customers are treated.

THE ELECTRIC QUILT COMPANY