

## **Braided Rug Repair with Pam Rowan**

### **Things to Ask Your Customer and Things to Go Over:**

- 1      What is wrong with the rug? Is it moth damage, or regular wear and tear, or just finishing a rug that had never been finished, or a cosmetic repair?
- 2      How big is the rug? (because you might not have enough room for working on a large rug).
- 3      You will need pictures of the rug and where the repair is needed.
- 4      How old is the rug? Who made it, and where? You will most likely hear the history of a grandmother or family member who made it, and the rug's sentimental value to them.
- 5      What shape is the rug?
- 6      I don't give any estimates until I see the rug and have gone over it, mostly I let them know how much I charge per hour.
- 7      Where do they live and how and when do they expect to deliver the rug to me?
- 8      What is their time expectation?
- 9      The rug needs to be as clean as possible. If it's not clean, then they will be charged for me to wash and clean the rug on my deck, because my face is right over the rug.
- 10     Let the customer know right up front that if you add any new wool, the new wool will be raised up higher than the old wool, which has been walked on for many years.
- 11     It's up to the person working on the rugs, but do you want a deposit? (I don't do that).
- 12     Does the customer have old wool to match what needs to be repaired?