



Dear Valued Customer,

It has recently come to our attention that there has been an error in the production of our replacement blades for the Stitch Eraser 3.

We sincerely apologize for any inconvenience you may have experienced due to our blades not performing up to our standards. At Peggy's Stitch Eraser, customer satisfaction is something we take very seriously and anything less than our 30 year standard of excellence is less than acceptable.

The issue revolves around how the blades are sitting in the blade carriage. Due to this, we have made the decision to completely redo all necessary molds and create the next batch from the ground up. This will be a time-consuming process, but we believe it will bring about the best final product. We apologize for any delay this may cause.

The Retro Fit blades were impacted in such a way that we are immediately stopping the sell of all blades that were produced and distributed in 2024.

The Updated Stitch Eraser 3s have not been as impacted, their carriage still remains functional and in good order. However, the blades themselves will also undergo the same mold reproduction and set-up overhaul. Please note that a blade exchange will also be forthcoming for all Updated Stitch Eraser 3 replacement blades as well.

We are working alongside our Distribution partners to resolve this issue. Once we have replacement blades back in stock, we will be providing those blades to each of our partners to help in the disbursement and resolution of this issue.

Again, we genuinely apologize for this error. We are working diligently to fix it to the best of our ability. We hope to have the blades you have come to know and love back in stock as soon as possible.

With sincerest apologies,

The Peggy's Stitch Eraser Team