

## **Knit One and Purl One Terms and Conditions**

These are our terms and conditions for the use of our website **Knit One and Purl One** and the purchase of products through the website.

If you have any queries about these terms, please contact us via email [knitoneandpurlone@gmail.com](mailto:knitoneandpurlone@gmail.com)

The terms and conditions herein together with any notices or conditions on other areas of this website will all together govern use by customers of this website. You should note that Knit One and Purl One may at any time make changes to or remove part of this website without any liability to customers for such changes. Knit One and Purl One reserves the right to change these terms and conditions in the future without specifically notifying customers and continued use of the website or placing of orders after such changes shall be deemed to be acknowledgement and acceptance thereof.

A contract will only come into existence between you the customer and us once your order has been processed and dispatched.

When you as a customer place an order via this website, you warrant by placing the order that:-

- You are not a minor or otherwise legally incapable of entering into a binding contract.
- The personal details which you give us on registration are fully complete and accurate.
- You are not using a false name or the name of any other person or body which you are not authorised to use.

### **Placement of an order**

When you place your order you are doing so in acceptance of these terms and conditions and it is important that you have read them before you go ahead and order.

### **Cancelling an order**

As a customer, you are free to cancel an order within 14 days and will be refunded amount of your order to their account the order originally was paid from.

### **Acceptance of an order**

When an order is placed you will get an order confirmation sent to the email address you provided during checkout, containing information about order content and prices.

### **Delivery**

You as a buyer are free to choose from mentioned and at the time relevant delivery option(s). Knit One and Purl One assumes no responsibility for damages during transport or damages caused from any delays beyond its control:

- Pickup at store
- Free delivery within 10 miles radius.
- Post – Signed For delivery via the Post Office.

### **Returns Policy**

If you are not satisfied with your purchase, or simply change your mind, then you can return your item within 7 days of receiving your order by following the returns process below:

Please contact us at [knitoneandpurlone@gmail.com](mailto:knitoneandpurlone@gmail.com) quoting your order number for instruction on how to return your item within 7 days.

The item you wish to return must be unused and in the same condition that you received it. It must also be in the original packaging provided. Items that appear worn or used will not be refunded and returned to the customer.

Our policy lasts 7 days for you to contact us regarding the item you wish to return and must be received by us within 14 days of receiving your order.

Once your return is received and inspected, we will send you an email to notify you that we have received your returned item. A full refund of the item/s (excluding any delivery charges) will be processed, and a credit will automatically be applied to your credit card or original method of payment, within 10 days.

You will be responsible for paying for your own postage costs for returning your item. Postage costs are non-refundable.

Depending on where you live, the time it may take for your exchanged product to reach you may vary.

If you are shipping an item over £50, you should consider using a trackable postage service. We don't guarantee that we will receive your returned item. Any items that do not reach us are the responsibility of the customer.

### **Bespoke Orders**

All knit/crochet items are made to order and therefore we can only estimate a delivery time due to the craftsmanship time and where it is being made. We do our very best to complete within the timescale we estimate, but we cannot guarantee.

### **Liability**

We try to have the information on this website as accurate as possible but we make no warranties, whether express or implied, regarding its accuracy. We also do not make any warranties regarding any matters relating to the use of this website and it is a matter for you to ensure that your own equipment is protected from viruses or other external factors. Your rights are protected by the Sale of Goods and Supply of Services Act, 1980, and also the Consumer Protection Act, 2007, where you are a consumer. Nothing in this website shall affect your rights under the applicable law.

