

Terms and Conditions

This page tells you the terms and conditions on which we supply any of the products listed on our website www.Kraftyknitnsew.com to you. Please read these terms and conditions carefully before ordering any Products from our site. You should understand that by ordering any of our Products, you agree to be bound by these terms and conditions.

By placing an order through our site, you warrant that you are legally capable of entering into binding contracts and you are at least 18 years old

After placing your order, you will receive an e-mail from us acknowledging that we have received your order. Please note that this does not mean that your order has been accepted. Your order constitutes an offer to us to buy a Product. All orders are subject to acceptance by us, and we will confirm such acceptance to you by sending you an e-mail that confirms that the Product has been dispatched (Dispatch Confirmation). The contract between us (Contract) will only be formed when we send you the Dispatch Confirmation. The Contract will relate only to those Products whose dispatch we have confirmed in the Dispatch Confirmation. We will not be obliged to supply any other Products which may have been part of your order until the dispatch of such Products has been confirmed in a separate Dispatch Confirmation.

CONSUMER RIGHTS

If any products are defective on receipt a refund will be made in accordance with our Refunds Policy below. You must also return the Products to us within 7 days of receipt, and at your own cost. You have a legal obligation to take reasonable care of the Products while they are in your possession. If you fail to comply with this obligation, we have the right to refuse a refund.

DELIVERY

Your order will be fulfilled by the delivery date set out in the Dispatch Confirmation, unless there are exceptional circumstances.

RISK

The Products will be at your risk from the time of delivery. Ownership of the Products will only pass to you when we receive full payment of all sums due in respect of the Products, including delivery charges.

PRICE AND PAYMENT

The price of the Products and our delivery charges will be as quoted on our site from time to time, except in cases of obvious error. Product prices include VAT.

Product prices and delivery charges are liable to change at any time, but changes will not affect orders in respect of which we have already sent you a Dispatch Confirmation.

Our site contains a large number of Products and it is always possible that, despite our best efforts, some of the Products listed on our site may be incorrectly priced. We are under no obligation to provide the Product to you at the incorrect (lower) price, even after we have sent you a Dispatch Confirmation, if the pricing error is obvious and unmistakable and

could have reasonably been recognised by you as an error.

Payment for all Products must be by electronic means. We accept payment with all major debit or credit cards, and Paypal.

From time to time we run Promotions, including sales, discount codes and price reductions. All Promotions are subject to availability and any given offer end dates are final. We reserve the right to change or withdraw offers, promotions or sale items at any time and without prior notice. Discount codes cannot be used in conjunction with any other Promotion or discount, including multi-buy savings unless otherwise stated. Discount codes are valid for one use per customer and no cash alternative will be offered. All discount codes are and shall remain the property of The Knitting Network and are not for re-sale or publication.

Payment is taken immediately upon placing your order. In the unlikely event that an item on your order is out of stock or otherwise unavailable, we will refund payment for the affected item or contact you for further instruction as soon as possible.

OUR REFUNDS POLICY

Refund must be applied for via the Contact form (Get in Touch Button on website) within 7 days of receipt.

A refund will only be processed if your goods are faulty/damaged.

If you consider that the Product is defective, we will examine the returned Product and will notify you of your refund via e-mail within a reasonable period of time. We will usually process the refund due to you as soon as possible and, in any case, within 30 days of the day we confirmed to you via e-mail that you were entitled to a refund. We will refund the price of a defective Product in full, excluding delivery costs. You have

We will usually refund any money received from you using the same method originally used by you to pay for your purchase.

WARRANTY

We warrant to you that any Product purchased from us through our site will, on delivery, conform in all material respects with its description, be of satisfactory quality, and be reasonably fit for all the purposes for which products of that kind are commonly supplied.

OUR RIGHT TO VARY THESE TERMS AND CONDITIONS

We have the right to revise and amend these terms and conditions from time to time to reflect changes in market conditions affecting our business, changes in technology, changes in payment methods, changes in relevant laws and regulatory requirements and changes in our systems capabilities.

You will be subject to the policies and terms and conditions in force at the time that you order products from us, unless any change to those policies or these terms and conditions is required to be made by law or governmental authority (in which case it will apply to orders previously placed by you), or if we notify you of the change to those policies or these terms and conditions before we send you the Dispatch Confirmation (in which case we have the right to assume that you have accepted the change to the terms and conditions, unless you notify us to the contrary within seven working days of receipt by you of the Products).

GENERAL PROMOTION/DISCOUNT TERMS

We reserve the right to cancel or change Promotions or amend the terms and conditions, at any time. Unless otherwise stated, exclusions may apply to all offers or coupon codes. Only one coupon code can be applied per order. Codes are one use only.