

Privacy and Cookie Policy

Terms and Conditions

Privacy

Knit and Stitch ("Knit and Stitch", "we", "our" or "us") regards your privacy as very important. We therefore follow strict security procedures in accordance with our legal obligations under the Data Protection Act 1998 (the "Act"). We may change this policy from time to time so please check back regularly to ensure you are happy with any changes. This policy is effective from October 2020.

Making A Purchase

We've tried to make the process of making a purchase as simple as possible. Go ahead and look through our store, add any items that you wish to buy into the shopping cart. After you have finished your selection, click on 'Checkout' and you will be asked for a few details that we need to be able to complete the order.

We accept card payments and Paypal. All card payments are processed by Square. We are also able to accept card payments over the phone if you prefer.

If you have made a mistake in your order and cannot correct it in the shopping cart, contact us and we will help you out. When confirmation of your order is received, this is to indicate that we have received your order. It does not indicate that a contract exists between us. We will indicate acceptance of your order, and hence a contract between us, when we send you an invoice. We have included this term to protect us in the case that a mistake has been made in pricing, we have inadvertently under-priced goods, or we are no longer able to supply a particular product for some reason. In the case of a change of price, we will always contact you first to ensure that the price is acceptable.

Shipping And Handling

We charge a flat Postage and Packaging (P & P) fee of £ 3.50 per order within the UK. Most items are sent by MyHermes, however some orders may be sent by Royal Mail.

International delivery is not yet available across our site but can be arranged either by email or over the phone. Please note if you choose a non tracked method of delivery we will not be responsible if your order is lost.

Delivery Schedule

We try to prepare your order right away. Most orders are sent by courier and should reach you within a couple of days. If our stock is incorrect we will contact you immediately to tell you and to see how you wish to proceed with your order.

We will email you when your order is posted to confirm it's on its way along with tracking details.

You must inform us within 3 working days if the goods are lost or damaged in transit so that we can make a prompt claim against the delivery company and correct the problem. Please quote your order number in all correspondence.

You agree that proof of delivery supplied by our delivery company is sufficient evidence to establish that goods have been received.

For all international deliveries we will dispatch straight away but delivery times will depend on your location. Providing you have chosen a tracked delivery the progress of your parcel can be monitored, as above if you choose a non tracked delivery option we will not be responsible if it fails to arrive.

Back Orders

If your item is not in stock, we will always email you with the option to cancel your order if you would rather not wait or give you the option to change the shade. If an item has been discontinued and we have insufficient stock for your order, we will refund you straight away and email you to let you know we have done so.

Tax Charges

For orders made from the UK or the European Union, 20% VAT is included. We supply a VAT invoice with all orders.

Credit Card Security

When the order is placed at our website, you will be directed to PayPal or Square to make your payment. We do not have access to your credit card number. We adhere to PCI-DSS compliance on all orders.

Guarantee

We guarantee your satisfaction. All of our products come with a 30 day no quibble guarantee. Simply return the order to us and we will refund you in full. If once you have received your order you do not like the shade you can either return the items for a refund or swap them for a different colour. Please email or call us if you wish to do this. Also we accept returns on unused balls of wool if you have any left at the end of your project.

Reaching Us

If you need to reach us, please email at info@knitandstitchonline.com alternatively, you can call on 01302 366022 or write to us at 26 Market Place, Doncaster, DN1 1NE.

Privacy Policy

Knit & Stitch do not disclose buyers' information to third parties other than when order details are processed as part of the order fulfilment. In this case, the third party will not disclose any of the details to any other third party.

When you place an order we store your name, address, phone number and email address on our Wix website software which is password protected. You have a right to be 'forgotten' please email us at info@knitandstitchonline.com and we will delete your data.

Your data is used as follows:

Name and Address: Is only ever used to send your parcel to you. We will not disclose this information.

Telephone Number: Will only be used if there is a problem with your order and we need to speak to you. This is the only time we will contact you by phone. If you provide a mobile number this may be given to the courier company who may send a text notification to let you know your parcel is on its way.

Email address: If you have consented to receiving marketing emails your email address will be added to our mailing list held by Mailchimp which is password protected. We will not bombard you with emails, we normally send marketing emails and or discount vouchers no more than once a week. You can unsubscribe from our mailing list at any time using the unsubscribe link at the bottom of the email. Your email may also be given to the courier company who may send a notification to let you know your parcel is on its way.

We may use your email address to contact you if there is a problem with your order.

We have not and never will sell our mailing list.

In the event of a breach been detected we will contact all customers by email to inform them of what has occurred.

Please note we do not store or have access to your payment details.

Cookies are used on this shopping site to keep track of the contents of your shopping cart, to store delivery addresses if the address book is used and to store your details if you select the 'Remember Me' Option. They are also used after you have logged on as part of that process. You can turn off cookies within your browser by going to 'Tools | Internet Options | Privacy' (in Internet Explorer) and selecting to block cookies. If you turn off cookies, you will be unable to place orders or benefit from the other features that use cookies. Data collected by this site is used to:

1. Take and fulfil customer orders.
2. Administer and enhance the site and service.
3. Only disclose information to third-parties for goods delivery purposes.

Our website is hosted by Wix in the US. By checking out and agreeing to our terms, you are agreeing to data being transferred to the US for the purpose of fulfilling your order.

Returns Policy

Your rights to return goods are protected under the EU Distance Selling Directive.

You are entitled to cancel your order and return the goods within 7 working days for a full refund, including the cost of delivery. Do this by contacting us by email or telephone and quoting the order number supplied to you. Your refund will be paid within 30 days. You are responsible for the cost and risk of loss or damage when returning the goods, so you should take out enough postal insurance to cover their value. This cancellation policy does not affect your rights when we are at fault - for example, if goods are faulty or misdescribed.

Any goods returned should be in saleable condition.

These terms apply to your order. We may change our terms and conditions at any time, so please do not assume that the same terms will apply in the future. None of these terms affect your legal rights and these are not diminished in any way. If any term is held to be invalid under any applicable statute or rule of law, that term is automatically omitted from the terms to minimum extent necessary to comply with the law and without affecting the validity or enforceability of the remainder.

Workshop & Course Policy

1. Full payment is required prior to each class in order to secure your place - we will not guarantee a place that is not pre-paid.
2. In the event of a class being cancelled it shall be rescheduled. If a class cannot be rescheduled, any payments will be reimbursed.
3. For one-day workshops:
 - a. In the event of non-attendance without prior notification, no refunds will be given.
 - b. In the event that you have to cancel in advance, one week's notice is needed for a full refund
4. For weekly courses due to limited places and high demand:
 - a. Any missed classes cannot be carried over/refunded.
 - b. If you wish to sign up for a further 6 week block, this must be done consecutively and must be paid for by week 5 of your current session otherwise we cannot guarantee your place.
5. Numbers to each class are strictly limited due to space and classes are filled on a first come, first paid basis.
6. Students are expected to behave respectfully and reasonably towards others
7. Equipment belonging to Knit & Stitch should be treated with reasonable care.
8. Any breakages through negligence must be paid for.
9. Tutor is subject to change at any time.
10. A discretionary 10% discount can be applied to goods bought in store on the day of your class. Excludes workshops, courses, sale items, books/patterns and vouchers and cannot be used in conjunction with any other offer.
11. Minimum age requirements at one-day workshops and courses:
 - a. Knitting & Crochet related workshops – Participants must be 11 or older. An adult must be present until the child is 14.
 - b. Sewing related workshops – participants must be 14 and older and no adult needs to be present.