

## 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.

## Delivery Charges [13.05.2022]

In most cases we use Evri or Royal Mail to deliver your parcels within the UK

Up to 1 kg - **£3.75**

1-2kg - **£4.95**

2-5kg - **£6.50**

5-10kg - **£6.95**

10-15kg - Available upon request.

## Free Delivery

Free shipping is available on the orders of goods over **£50** inclusive of VAT

## Returns Policy

If you experience any problems with any of our goods, please contact us by emailing [info@knitandstitchonline.com](mailto:info@knitandstitchonline.com). Should any goods you receive from us prove to be faulty, we will arrange for a replacement or refund - whichever you prefer. Before returning faulty goods to us, please contact us, and we will arrange to cover the cost of returning the faulty goods. Should you decide to return any goods which are not faulty, please ensure you return them to us within 30 days. (Please see 'How to return items to us' below.) We will arrange for a full refund of the cost of the goods, providing the items are unused, unopened and in a saleable condition. We will not be able to cover the cost of returning the goods to us. Please note that patterns, books, knitting needles, crochet hooks, cut trims and cut fabrics are non-refundable.

## **How to return items to us**

When returning any items to us, please pack your items in appropriate packaging and, if possible, include your original invoice. Please enclose a note to let us know your name, telephone number and whether you would like a refund or an exchange for the items you are returning. If you would like an exchange, please let us know which items you would like to have in place of the items you are sending back. If you are not able to include your original invoice, please be sure to also include your postcode on your note so that we can find your order on our system. Please post your parcel to the following address:

**Knit & Stitch 26 Market Place Doncaster DN1 1NE**

If you have asked for a refund, we will process this as soon as possible, providing the items are unused, unopened and in a saleable condition. If you have asked for an exchange, we will despatch the replacement items that you have requested as soon as possible (again, providing that the returned items are unused, unopened and in a saleable condition). If an additional payment needs to be taken (i.e. if these replacement items are higher in value than the items you have returned), we will contact you by telephone to arrange this