

**General Enquiries:** If you have a query you can contact our friendly customer service team on 0800 0567811



# Terms and Conditions

## Making A Purchase

Browse the store and add items you wish to buy into the shopping cart. After you have finished shopping, click on 'checkout' and you will then be able to make payment. If you are shopping from overseas, place your order and your credit card company will convert the transaction to your own currency at the current exchange rate. Please note that choosing the wrong country may result in the wrong shipping charges being applied . We reserve the right to adjust your order after it has been submitted if you choose the wrong location from the list of countries when placing your order.

## Shipping And Handling

We aim to dispatch all orders received before 2pm on weekdays the same day. Orders received after 2pm will be dispatched on the next working day. For our postage costs go to: <http://www.willowfabrics.com/postage-and-packing>

## Back Orders

Whilst we aim to deliver your order complete, there are times when we run out of stock on some lines. Should this occur we will contact you to discuss delivery options

## Tax Charges

United Kingdom VAT is included product prices. For VAT exempt countries (those out side EU Europe mainly) VAT is deducted at checkout.

## Credit Card Security

All credit card information is encrypted when transmitted using 1024 bit encryption plus SSL encryption. They are only decrypted after they reach our computer. They are not converted in clear text on any intervening website.

## Guarantee

We aim to guarantee your satisfaction within the limits of our purchasing policies. Your statutory rights under the Supply of goods and services act and Distance selling Regulations will apply.

## Reaching Us

If you need to contact us you can find our contact details on our website.

## Privacy Policy

**Data Protection - Registration no. Z7553155** We are committed to protecting your privacy. We will only use the information that we collect about you lawfully (in accordance with the Data Protection Act 1998).

## Returns Policy

Please consult customer care before returning anything so that the most beneficial arrangments for both parties can be organized. We basically have a no fuss policy, to contact us you can find our website.

# Postage and Packing Charges

All of our UK orders are sent First Class, Second Class or Courier (depending on your selection during checkout)

Large parcels are sent via Courier so a signature will be required to deliver the package.

Prices are inclusive of VAT

## UK Orders (except Channel Isles)

Courier – Next working day £5.99  
Note: Friday orders – delivered Monday)

First Class £2.75

Thread Orders £1.75

Note: Parcels over 1.25kg for Highlands, Islands and Northern Ireland will be sent by Parcel Force Standard. We will always check with you if there any extra carriage to be paid

## European Orders / Rest of World

*Fabric, Thread, Kit and Chart orders are charged according to the table below*

Goods Value	EU Europe £	Non EU Europe £	Rest Of World £
£10	3.20	4.00	4.25
£20	4.45	5.25	6.25
£30	5.30	6.50	8.25
£40	6.35	7.75	10.25
£50	7.40	9.00	12.25
£60	8.45	10.25	14.25
£70	9.50	11.50	16.25

£70 + Will be charged incrementally

We will contact customers directly for any order weighing more than 2kg or 5lbs as these will be subject to charges

VAT is excluded on post to Non EU and Rest of World

## Delivery times

**UK:** Orders are usually received between 1 -3 working days

**Europe:** Orders are usually received between 3 – 7 working days

**Rest of World** orders vary according to destination.