

# Dragon Hill Studio - Website Terms & Conditions

www.dragonhillstudio.co.uk

Updated: 26<sup>th</sup> April 2021

## Products and Services

We have made every effort to describe and display our products and services as accurately as possible. All photographs of our products are provided as a guide and whilst we take care to provide accurate colour representations, visual display can vary significantly between devices and, as such, we cannot guarantee that your device's display of any colour will be accurate.

We may update product information, including prices, at any time.

## Yarn care instructions

We strongly recommend gentle hand washing for all our yarns.

We take great care to use the correct amount of dye when dyeing our yarns and fibre and all our items are thoroughly rinsed after dyeing.

You may experience a slight colouration of water when rinsing – the water should run clear quite quickly. Some colours, particularly blues, are more prone to 'bleeding'. Please note that the often given advice to rinse with vinegar solution is no better than using plain water. The dyes which we use will only 'fix' when heat (above 85C) is applied.

If you have any issues with your yarn, please contact us and we will work with you to resolve them.

## Order Process

### Payment

Payment is made via Paypal (you do not need a Paypal account, you can use a credit or debit card to pay for your order).

You are not required to have an account on this website to place an order but you can optionally set one up in order to make future purchases easier.

### Shipping

We are currently shipping orders approximately once per week. You will receive a notification when your order has been despatched. All orders are sent using Royal Mail. Shipping costs are calculated using the weight of your order and you can check the costs by viewing your basket.

Please notify us if your order doesn't arrive when expected. All our UK parcels are sent 'signed for' and you can use the tracking number to check if delivery has been attempted. Note that we have seen long delays for deliveries outside of the UK due to the Coronavirus so your parcel may take longer than usual to arrive. Delivery times are usually as follows:

| Destination   | Approx. delivery times   |
|---------------|--|
| UK            | 1st class signed for: 1-2 working days<br>2nd class signed for: 2-3 working days |
| EU            | Standard delivery: 3-5 working days<br>Tracked & signed: 3-4 working days        |
| Rest of World | Standard delivery: 6-7 working days<br>Tracked & Signed: 5-7 working days        |

### **Customs charges and import duties**

Buyers are responsible for any customs and import taxes that may apply. We cannot be held responsible for any delays due to customs.

### **Returns (UK only)**

Please contact us if you have any problems with your order. We really want you to be happy with your items!

Custom or personalised items are not returnable unless faulty. Digital products (downloads) are not included – please see **Digital Products** section above.

If you wish to return an item(s), please contact us within 14 days of delivery to let us know.

You must return the item(s) to us within 30 days from delivery. We recommend using a tracked service (Royal Mail 'signed for') as we cannot be held responsible if the item goes missing.

Refunds will be processed using the same method used to pay for the order.

**Buyers are responsible for return postage costs.** If the item is not returned in its original condition, the buyer is responsible for any loss in value.

### **Returns (EU only)**

**Please contact us if you have any problems with your order.** We really want you to be happy with your items!

Custom or personalised items are not returnable unless faulty. Digital products (downloads) are not included – please see **Digital Products** section above.

If an item is returned to us due to your failure to pay customs/import duties, we reserve the right to deduct any costs incurred to ourselves from your refund.

If you wish to return an item(s), please contact us within 14 days of delivery to let us know\*. You **MUST** contact us before returning any item(s).

You must return the item(s) to us within 30 days from delivery. We recommend using a tracked service as we cannot be held responsible if the item goes missing.

Refunds will be processed using the same method used to pay for the order.

**Buyers are responsible for return postage costs.** If the item is not returned in its original condition, the buyer is responsible for any loss in value. Please clearly mark items as 'returned goods' and include original invoice on packaging.

\*Please note that we are only obliged to accept returns where the goods and services are worth more than £42, unless the items are faulty, not as described or do not do what they are supposed to.

## **Privacy**

Data collected relating to purchases on this website is used only for the processing of your order.

If you sign up for our Newsletter, your data will be used solely for the purposes of administering the newsletter and you can unsubscribe at any time.

We will never pass on any of your details to any other party, with the exception of being required to comply with a legal or regulatory obligation.

## **Cookies**

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