

ALDERSIGN DESIGNS TERMS & CONDITIONS

E-PATTERN PAYMENT

I use Paypal to collect and process all payments. You are not required to have your own account to purchase any of my patterns, Paypal accepts credit or debit cards without creating an account. All prices are listed in £ sterling and Paypal will convert this to your own currency at the checkout.

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I use Stripe to collect and process all payments. You are not required to have your own account to purchase any of my items. Stripe is a secure way to make credit card and debit card payments online. It accepts Visa and Mastercard. After adding the items you wish to purchase to the shopping cart you will be directed to Stripe to make the payment. While some information is stored by Stripe to process your order, I have no access to customer payment information and no information is shared with any third party. If you would prefer to use Paypal to pay for an item please visit my Etsy store where you will be able to purchase the same items.

E-PATTERN DELIVERY

All ePatterns purchased from this website will be delivered automatically as soon as your payment has cleared. All ePatterns are sold in PDF format and a download link will be sent to the email address that you used to purchase the pattern. If you have a Ravelry account and use the same email address for your purchase, the ePattern will automatically appear in your Ravelry library. To view patterns you will need [Adobe Reader](#) which is available as a free download. If you are not a member of Ravelry then I advise you to make a back up copy in case of loss. To comply with EU legislation I need to advise you that by downloading the ePattern you are agreeing to these terms and conditions and that automatic rights to cancellation and a refund will no longer apply for purchased items once downloading has started; this is due to the nature of digital goods. If you wish to retain your automatic rights you need to wait 14 days before starting the download.

PHYSICAL PRODUCT DELIVERY

All items purchased from this website will be posted in 1-3 working days. Standard shipping is Royal Mail First Class (UK), and Airmail (International). I do not include tracking as that costs an additional \$8.30 here in England. Please get in touch if items do not arrive within 14 days (UK) and 30 days (international) and I'll do my best to help track the lost items and, if necessary, refund/replace any items lost by mail services. If you incur any excess postage charges (Royal Mail, not customs charges) please do get in touch. I can often refund any extra charges, or help raise a claim with Royal Mail to resolve any extra expense. If for some reason you are not happy with your purchase please contact me, I will do my best to resolve the problem.

GUARANTEE

I work really hard to make sure that my patterns are as clear and accurate as possible and all patterns have been carefully tech edited, however I cannot guarantee that my work will be 100% error free. If an error is found I update the ePattern as quickly as possible and send out a free updated version to everyone who has purchased it. Click [here](#) for more information on updating the pdf stored in your Ravelry library. My errata page is updated with corrections for printed patterns. All items sold on my website are guaranteed good quality.

REFUNDS

I will only refund on damaged items, they will have to be returned to me so I can return them to the manufacturer and I will either give a refund once they have arrived back or I will send a new batch to you. If for some reason you are not happy with your purchase please contact me, I will do my best to resolve the problem.

SUPPORT

If you are having problems with your project please first check that you have the most up to date version of the pattern available, the file name of the most up to date version is listed on each individual pattern page.

The AlderSign Ravelry group is a great place for help and support with my patterns, someone else may have had a similar issue and you may find it already answered. Individual help and support is only available via [email](#) for my paid patterns, and not for free ePatterns. My FAQ page also has answers to many queries.

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