

Terms and Conditions

General

Definitions

In these general terms and conditions the company Woolmakers can also be called “we/us” or “Woolmakers”, and any person purchasing goods from Woolmakers will be called “you” or “customer”.

Applicability

These terms and conditions are applicable for all products and services provided by Woolmakers to the customer.

Intellectual property

All content included on this site, such as text, graphics, logos, button icons, images, audio clips, digital downloads, data compilations, and software is the property of Woolmakers or its content suppliers and protected by international copyright laws. This site or any portion of it may not be reproduced, duplicated, copied, sold, resold, visited, or otherwise exploited for any commercial purpose without the expressed written consent of Woolmakers.

Links and other products

As an extra service to you, Woolmakers offers links to other websites. These websites are not controlled by Woolmakers and therefore Woolmakers cannot be held liable for the content, products, services, images and functionality of these websites.

Registration

We are registered with the Chamber of Commerce Enschede. Our registration number is 56590466.

Our VAT number is NL128643146B01.

Applicable law

All agreements between Woolmakers and you are governed by Dutch law.

Products

Product information

We do our best to make sure that all of the content on our site is correct. However, as we are only human, we reserve the right that unintentional errors may occur.

Change of product assortment

Woolmakers reserves the right to change its stock availability on the site and to remove items from the product range before a purchase has been registered.

Liability

If Woolmakers is liable for any damage, then said liability shall be limited as follows:

The liability of Woolmakers, insofar as it is covered by its liability insurance, is limited to the amount of the payment made by the insurer.

If the insurer does not proceed to payment or damage is not covered by the insurance, the liability of Woolmakers is limited to the invoice value of the product to which the liability relates.

Woolmakers is never liable for consequential damages.

Limitations and exclusions of liability

Woolmakers neither assume nor accept any liability for damages resulting from the (mis)use of our products.

In the flyer of Bliss and Bliss TT a neodymium magnet is used. Magnets could affect the functioning of pacemakers and implanted heart defibrillators. A pacemaker could switch into test mode and cause illness and a heart defibrillator may stop working. If you wear these devices keep sufficient distance to the flyer with the magnet (minimal 1 meter). Please warn others who wear these devices from getting too close to the flyer.

Magnets produce a far-reaching, strong magnetic field that could damage TV's and laptops, PC hard drives, credit and ATM cards, data storage media, watches, hearing aids and speakers. Keep the flyer away from devices and objects that could be damaged by strong magnetic fields. Keep a minimal distance of 1 meter between these devices.

Shopping and shipping

Payments

Payment must be made when placing your order. Woolmakers may withhold the products and/or cancel the contract if the price is not received from you in full in cleared funds.

Payments can be made by Paypal and bank transfer. Additional fees charged by banks are to be paid by you.

Currency

Prices are stated in EURO.

Customers from within European Union

For customers within the European Union, 21% VAT is included in our prices. Shipping is included for Bliss, Bliss TT and Hero. For the smaller products (e.g. extra bobbins) a handling fee will be charged.

European Union countries are Austria, Belgium, Bulgaria, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, the Netherlands, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden and the United Kingdom.

Other customers

We deliver our products to also outside of the EU. Products will be delivered without VAT, the 21% price difference will be used to compensate for the additional shipping costs.

The delivery may be subject to taxes, custom duties and fees levied by the destination country (Import Fees). The recipient of the delivery is the importer of record in the destination country and is responsible for all Import Fees.

Shipping

We will arrange for the products to be delivered to the address for delivery indicated in your order.

We will use reasonable endeavors to deliver products within 3 business days of receiving your payment. If a product is not in stock we have a maximum of 6 weeks delivery time. Delivery time is measured from the time we receive your payment until we hand over the product(s) to a shipping company.

Woolmakers is entitled to charge you for any expenses of delivery other than normal postage charges.

Estimated shipping time overview

Below is an overview of estimated shipping times for shipping our web shop orders to the most common countries. Note that variations may apply, depending on how remote you live.

Netherlands, Belgium:	1-2 business days from dispatch
France, Germany, UK:	2-4 business days from dispatch
Australia, New Zealand:	6-9 business days from dispatch
Canada, USA:	4-8 business days from dispatch
Japan:	4-5 business days from dispatch

Outside the EU these shipping times can be delayed due to customs.

Service

Missing or incorrect items

When you receive your shipment, immediately examine the contents to determine that all items ordered are accounted for. If a small item is "missing" please check the packing materials.

If you note a problem with your order please contact us within 14 days.

Damage

All shipped packages are insured. If the package and/or the content is damaged upon arrival, please report it to the courier upon delivery. If you notice any damages when you unpack your items, please contact us, preferably including pictures.

Warranty information

Our products are developed and made by Louët, well known for quality. The Woolmakers products are therefore a result of almost 40 years of experience in designing equipment for textile hobbies. Louët warrants five years of proper functioning and so do we.

If a Woolmakers product fails due to defects in craftsmanship or materials, within the warranty period, we will repair or replace the product free of charge. Please contact us if you have any problems.

Damage due to wear and tear, misuse or neglect is not covered under our warranty, but may be repairable for a reasonable fee.

Returns

All returns must be authorized in advance by us, please contact us if you wish to return an item.

You have the right to exchange or receive a full refund on the items you have purchased within 14 days of their delivery. Exchanges and refunds are issued providing the product has not been used and is not damaged. Returns must include all original parts, packing material and be in new "resale" unopened condition.

Warranty process

Before returning any product, please contact us to obtain a return authorization. Next you will arrange and pay shipping the product to us. We will ship back to you free of charge! Remember to include a note with your name, address and phone number AND, make sure to include a short statement explaining the warranty problem.

Return process

Please contact us prior to sending your return so that we can issue a return authorization number to you. Shipping back to Woolmakers is your responsibility. Any return which originally received Free Shipping is subject to the original shipping cost being deducted from the return funds.

Upon receipt of your return it takes 10-15 business days to process your return and credit our account. The credit will be processed against the original form of payment. We will notify you via e-mail once your return has been processed.

Privacy statement

Your privacy

Except as described in this section, we will not sell, rent or disclose your personally identifiable information to third parties without your express authorization.

We do provide your address information to a shipping company for delivery purposes. In the course of providing such services, these companies will receive some information, but limited to names, addresses and maybe a phone number to help deliver your product.

Any exceptions to this policy of sharing your name, address, e-mail address and phone number will only be done with your permission. Woolmakers also reserves the right to disclose information when required by law.

Security and access

We have implemented technology and security features, as well as strict internal guidelines, to safeguard the privacy of your personal information from unauthorized access or improper use. We will continue to enhance our security procedures as new technology becomes available. While we make every effort to ensure that your information is secure on our system, no data transmission over the Internet can be guaranteed to be 100% secure. As a result, we cannot guarantee the security of any information you transmit to us, and you do so at your own risk.

Your consent

By using our website you consent that we may collect and use your personal information in the manner set out in this privacy policy. Any changes to our privacy policy will be posted on this site.

Children's policy

If you are under the age of 18, your parents' or guardian's consent is required to make purchases on this webshop.

Cookies

As you browse the Woolmakers site, cookies are placed on your computer's hard drive. (A cookie is a small file that is stored on the hard disc of your computer to recognize you when you re-visit our website.) Cookies allow us to track the items you select, and helps us to make the website easier to use .