

# Frequently Asked Questions

## **How do I join the Half Yard Sewing Club?**

Joining the Half Yard Sewing Club is quick and easy. Just click 'Sign up' at the top of the homepage, create your account by entering your email address and chosen password, complete our secure online payment process and you'll get instant access to all your membership features.

## **How much does the Half Yard Sewing Club cost?**

The Half Yard Sewing Club costs £5.99/US\$9.99 a month including tax, or you can get two months free by buying a year's membership for £60/US\$99 including tax.

## **Can I sell the projects I make from the instructions on the website?**

We are always happy for you to sell your makes for charity, or to give them as gifts. Debbie is also happy for you to sell your makes based on her designs for profit, as long as it's on a small scale and not mass produced. You can email [info@halfyardsewingclub.com](mailto:info@halfyardsewingclub.com), or contact Debbie's publishers at Search Press for more information.

## **I don't have a Facebook account, will I still be able to take part in Debbie's live chats?**

You will need a Facebook account to watch the streams live. However, we'll put all the live stream videos up on Debbie's blog on the Half Yard Sewing Club website after they finish, so you can still ask questions and find out Debbie's answers.

## **I'm having trouble getting the Facebook live chat to work, what should I do?**

- If the Facebook live stream is running slowly, try reducing the quality of the picture. We stream in 720p, which is the highest quality that's practical as Debbie lives in the countryside!
- If you open the live stream, there is a little icon on the bottom right of the video player that looks like a cog. Click this to open the image quality menu, then try clicking on 480p - if this doesn't help, try 270p. The picture may be lower quality, but this may help you to stream smoothly.
- If you have the option of using a desktop computer with a wired connection rather than a device connected to WiFi, this may also run more smoothly.
- Don't forget, we will always put the live stream videos up on Facebook and on the Half Yard Sewing Club blog for members to watch any time, so even if you miss the live stream you'll be able to catch up afterwards!

## **I want to show other members what I've made, how do I do that?**

We make an album on the Half Yard Sewing Club Facebook page every month so our members can show off what they've made! You can email us pictures of your creations at [projects@halfyardsewingclub.com](mailto:projects@halfyardsewingclub.com) if you'd like us to upload them! You can also upload pictures to your own social media and tag us, or use [#halfyardsewingclub](https://www.facebook.com/halfyardsewingclub).

### **I want to update my payment details, how do I do that?**

If you need to change your payment details for any reason, you'll need to contact us so that we can take your new payment details over the phone. Please email [info@halfyardsewingclub.com](mailto:info@halfyardsewingclub.com) and we will arrange a phone call, or just call on 01892 510850.

### **I'm having problems with the website or my account, what should I do?**

Please contact us if you have any problems at all - the sooner we know about them, the sooner we can fix them! Please email [info@halfyardsewingclub.com](mailto:info@halfyardsewingclub.com) with a description of your problem, or call us on 01892 510850, and we'll start looking into the problem straight away!

### **I want to cancel my account, how do I do that?**

We hope that you won't want to cancel your account, but if you do please let us know by email at [info@halfyardsewingclub.com](mailto:info@halfyardsewingclub.com) with 'Cancel' in the subject line. We need **at least three working days notice** to process your cancellation, so make sure that you let us know before your next payment is due to be taken, or you may be charged, and our usual refund policy will apply (see Terms and Conditions).