

# Terms & conditions

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## **Pricing**

All prices shown on our site are inclusive of VAT where applicable. We reserve the right to adjust the price at any time but will honour any price shown at the point of ordering.

## **Payment Methods**

When subscribing please supply your billing address and e-mail address (for details of what we do with this information, please refer to our Privacy Policy). Please ensure that your e-mail address is correct as we will send you confirmation of your order by e-mail. Any incorrect information given may delay your order. All payments are checked for fraud and any frauds will be reported to the appropriate authorities. Please note that our

Terms and Conditions can be changed at any time and without prior notice.

By purchasing a month-to-month subscription, you acknowledge that your subscription has an initial and recurring payment feature, and you accept responsibility for all recurring charges prior to cancellation. Your subscription will be automatically extended for successive monthly periods, at the original subscription rate. For yearly subscriptions, your subscription will automatically renew after your then-current term expires.

If you do not wish to utilize a renewing membership, please consider our fixed term options, for more information on this please contact support at [info@halfyardsewingclub.com](mailto:info@halfyardsewingclub.com)

### **Refunds**

If you've made a genuine mistake in ordering a subscription or subscriptions, we are under no legal obligation to offer you a refund (Consumer Rights Acts, 2015). We do however offer a 14-day cooling off period that applies after any free trial or discounted period ends. Within this window you are entitled to cancel and request a refund from us via email at [info@halfyardsewingclub.com](mailto:info@halfyardsewingclub.com).

If you do consider that the subscription you've bought is in some way faulty, has been misrepresented or inaccurately described on our website prior to purchase, then please contact us on [info@halfyardsewingclub.com](mailto:info@halfyardsewingclub.com) with details of your complaint. We will take all such issues seriously and take action to rectify your problem quickly.

Customers are able to cancel their subscription at any time from their account or contact the support team to process cancellation on their behalf.

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Please contact [info@halfyardsewingclub.com](mailto:info@halfyardsewingclub.com) if you have any questions.

## **Gift vouchers/cards**

Digital gift vouchers will be delivered by electronic means to the email address specified by the purchaser at the time of the order. If a printed gift card is specifically requested for 6 to 12 month memberships this will be sent to the address requested for no extra cost. Printed gift cards cannot be sent outside of the UK.

Printed gift cards will be dispatched within two working days. Please take into account public holidays when ordering. If a gift card is not received within two weeks of dispatch, please contact [info@halfyardsewingclub.com](mailto:info@halfyardsewingclub.com)

The purchaser is responsible for ensuring that the recipient's email address (or in case of printed gift cards, postal address) is entered correctly. The Half Yard Sewing Club cannot be held responsible if an incorrectly entered email or postal address leads to any unauthorised use.

Upon purchase of the gift voucher you will receive confirmation of your order. An email will be sent to the recipient of the gift explaining that you have purchased a subscription for them. If you wish to send the gift code or voucher to yourself rather than the recipient, please enter your details when prompted.

Gift vouchers must be redeemed on the Half Yard Sewing Club website. Gift vouchers provide access to the Half Yard Sewing Club for the term stated at purchase. Gift codes expire 24 months after purchase, or as noted on the gift card. If the gift voucher is not used by the expiry date, then it shall be forfeited and cannot be used or refunded.

Gift vouchers cannot be exchanged for cash. Gift vouchers are non-refundable.

Personal data relating to your purchase or use of a gift voucher will be used in accordance with applicable data protection and privacy legislation.

The Half Yard Sewing Club reserves the right to vary and update these terms and conditions; this does not affect your legal rights.