

## **General terms and conditions byClaire**

Attention: All the patterns are for private use only. It is prohibited to sell these patterns.

### **Prices and patterns**

The products sold are 'Pattern descriptions'. These are extensive photo tutorials, diagrams and descriptions for a crocheted item. After payment, the customer will receive the pattern via e-mail. The pattern is in PDF format. With the pattern description, the customer can immediately start crocheting and make a crocheted item.

All rates are excluding VAT.

All patterns consist of clear work descriptions to crochet an item yourself.

Basic knowledge of crocheting is recommended to be able to follow the byClaire patterns.

The patterns have a clear drawing, a diagram and a work description, with photographs to explain the various steps.

\* Each pattern has been created with care and has been checked carefully. However, if you do find any mistakes in the description, send an e-mail to byClaire immediately. We will look into it and remedy the problem.

### **Order products**

Click on the product you want to order.

To get a good idea of what the product looks like, please click on the photograph to view a larger image.

You can indicate how many copies/items of a specific product you would like to order. Follow the steps in the payment system.

### **Confirmation and payment details**

After making your order, select a payment method. You will then automatically receive a confirmation e-mail with the total amount due. This e-mail contains all the relevant payment details. If you haven't received this confirmation e-mail within 24 hours, please notify me through e-mail or phone. Also check your Spam folder – perhaps my confirmation e-mail was mistaken as junk mail.

### **Payment and delivery conditions**

The PDF you bought, will be immediately sent to you after payment.

You are responsible for filling in your address details correctly. byClaire.eu cannot be held responsible for undelivered products/returns if address details are incorrect.

### **Returns**

The transaction is online and comprises the online delivery of a PDF file to the customer's e-mail address, immediately after payment.

If you did not receive your pattern correctly, please contact byClaire immediately, within 5 working days, via e-mail or telephone.

Not satisfied with the pattern? Let us know – no explanation of the reason is required – within 5 working days via e-mail.

### **Cancellation by the customer**

You can cancel your order, but this has to be done within 24 hours.

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### **Cancellation by the seller**

If I cannot carry out the order, for whichever reason, I retain the right to cancel the order. This will always be done in writing via e-mail.

### **Privacy**

All details will only be used by byClaire.eu and will not be passed on to third parties.

### **Disclaimer**

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