

Hillary's Threads

## TERMS AND CONDITIONS

This website is operated by Hillary's Threads which is a company registered in the United Kingdom, and trades from Carroll House, Flat 20, Craven Terrace, London W2 3PP, United Kingdom. The store is hosted on Wix. which provides the online e-commerce platform allowing the sale of Hillary's Threads products to you.

By visiting our site and/or buying something from us, you agree to be bound by the following terms and conditions and Privacy Policy. These terms apply to all users of the site and use of any Third Party links, please read them carefully before accessing or using our website. These Terms and Conditions and the Privacy Policy may change and therefore it is up to you to check this page for any changes. If you do not agree to all the terms and conditions of this agreement, then you may not use the website.

## COPYRIGHT AND INTELLECTUAL PROPERTY

All handwoven products displayed on HillarysThreads.com are copyright of Hillary Bonner. All images are copyright of Hillary Bonner. All logos, trade names and content on HillarysThreads.com is property of Hillary's Threads. Use of the logo, trade name, photos and content is prohibited.

No part of the site or its content may be reproduced or distributed without written permission from Hillary Bonner.

## GOVERNING LAW / LIMITATION OF LIABILITY:

The Terms and Conditions together with all Hillary's Threads policies and procedures will be governed by and construed in accordance with the laws of England and you irrevocably submit to the exclusive jurisdiction of the courts of England.

To the maximum extent permitted by applicable law, Hillary's Threads shall in no event be liable to you or anyone else for any damage arising out of use of HillarysThreads.com, the content, or the products sold through HillarysThreads.com, including without limitation, liability for any loss of or corruption to data, loss of or damage to your equipment, any loss or damage which was not foreseeable by both you and by Hillary's Threads or any loss or damage suffered by you as a result of you failing to take reasonable precautions against such loss or damage, such as through the installation of reputable anti-virus software.

## GENERAL CONDITIONS

In using our site, you agree to provide current, complete and accurate billing and shipping information

for all purchases made at our store and that your use of, or inability to use, the service is at your sole risk.

You shall not take any action that does not have prior written approval, is unlawful, interferes or attempts to interfere with HillarysThreads.com or any transaction being conducted on HillarysThreads.com, or with any other person's use of HillarysThreads.com.

Hillary's Threads reserves the right to refuse service to anyone for any reason at any time (for example, card transactions flagged as potentially fraudulent by our card processing provider or one or more unreasonable chargeback claims). In the event that we make a change to or cancel an order we will attempt to contact you with the information you have provided.

## OUR PRODUCTS AND SERVICES

Our Products are sold subject to their product descriptions. Care is taken to ensure these are as accurate as possible but occasionally they may contain inaccuracies, omissions or typographical errors. Likewise these may affect promotions, offers, pricing, product shipping charges, transit times and availability. As such all of the information on this website, including product descriptions, may not always be accurate when you place an order.

In such cases we will try and contact you to resolve the issue but we reserve the right to: correct any errors, inaccuracies or omissions; change or update information; withdraw the product from sale or cancel orders without prior notice. Product descriptions and prices are subject to change without notice. We may also withdraw products from sale without notice. Occasionally we may need to take the site offline for maintenance or updates as required.

Every effort has been made to display, as accurately as possible, the colors of the products. The actual color you see will depend on your computer settings, HillarysThreads.com cannot guarantee your computer will accurately display the product colors.

All handwoven items are designed and woven by Hillary Bonner.

## MAKING A PURCHASE / PRICES

Prices are indicated in British pounds sterling. Our online store also features a function to display and make payment in other currencies at the current exchange rate on the day. Payment in pound sterling from foreign currency bank accounts will be subject to the exchange rate to British pounds Sterling and any bank fees that are applied by your bank or credit card company.

Prices are as set out on the website and we reserve the right to alter prices at any time. Prices do not include local VAT, import fees, custom tax or duty which will be added at checkout if applicable.

For purchases made the payment will be charged at the time of purchase.

You will receive a confirmation e-mail to indicate that your order has been received. If there is a problem in processing your order or any items you have ordered are currently out of stock, we will contact you as soon as possible to discuss the situation.

## SHIPPING

Orders will be processed within 1-3 business days of receipt of payment.\* Shipping rates vary according to destination and order value/weight. All shipments are sent fully insured and tracked with signature required. Once item is shipped transit time will be 3-14 days.\*\*

If you receive delivery notification but no delivery has been made, or are unfortunate to receive a damaged item, please contact us immediately so we may assist with a remedy. With any delivery we do advise that you check the good as soon as possible upon arrival. We can accept no liability for costs incurred by late deliveries. If you refuse a delivery for damage or other reasons, please notify us immediately.

Currently Hillary's Threads is able to ship to the UK and United States. Please sign up for shop updates as shipping to other areas expands.

\*In the unfortunate event of an order processing delay, you will be notified at checkout or by email.

\*\*All items will be shipped as quickly as possible, please note carrier delays are beyond our control.

## RETURN POLICY

Products can be returned within 14 days of receipt of the goods. To exercise your right to cancel you must provide written notification within 14 days of receipt of the product and return the goods in the same condition as they were sent out, including original packaging. Product must be received by seller within 14 days of notification of return. The cost of the return postage is your responsibility.

Refund will be issued the cost of the product to your original payment method. For the UK, standard shipping rates will be refunded to your original payment method, expedited or customer requested shipping method is not eligible for refund. Shipping fees are not eligible for returns for all other shipping destinations outside of the UK. Refund will be processed once product has been received and inspected for condition within 14 days of receipt by the seller.

Please ensure that you wrap the package securely, for your own protection, we recommend that you send your package by a signed Delivery service. Please note Royal Mail recorded delivery only insures the goods up to £39. It is recommended packages be insured for full value of the product when shipping. Hillary's Threads cannot be held responsible for return packages lost or damaged in the post.

To be eligible for a return, please make sure that:

The products must be returned in a re-sellable condition: unworn, undamaged, unmarked, odor free with the original labels attached and in pristine condition, and each product in its original packaging. When trying on products please make sure you do not remove any tags nor wash before trying on and that you are not wearing anything which may in any way result in altered or damaged products.

Return must include proof of purchase or receipt from [www.HillarysThreads.com](http://www.HillarysThreads.com).

Refunds are not eligible for any product which is damaged as above or shows signs of wear.

Please contact us prior to returning items at [HillarysThreads@gmail.com](mailto:HillarysThreads@gmail.com).

Please send product with original packaging and receipt or proof of purchase, to:

Hillary's Threads

Carroll House

Flat 20, Craven Terrace

London, W2 3PP

United Kingdom

#### ITEMS RETURNED BECAUSE THEY ARE DAMAGED, DEFECTIVE OR INCORRECT

If a product purchased online is faulty or incorrect, please notify us within 14 days of receipt and return the item in the same condition that it was sent out, including original packaging.

Please contact us prior to returning items at [HillarysThreads@gmail.com](mailto:HillarysThreads@gmail.com) so we may help facilitate the shipping of your return. Item must be received by seller within 14 days of notification of return.

Item will be refunded the cost of the item, plus the postage costs incurred, to your original payment method provided the item has not been damaged or misused after purchase. Refund will be processed once item has been received and inspected for condition within 14 days of receipt.

Please ensure that you wrap the package securely, for your own protection, we recommend that you send your package by a signed Delivery service. Please note Royal Mail recorded delivery only insures the goods up to £39. It is recommended packages be insured for full value of the product when shipping. Hillary's Threads cannot be held responsible for return packages lost or damaged in the post.

Third Party Websites

We have provided links to websites which we feel may be of interest / use to our customers. We don't manage or own these third party sites and therefore we we are not responsible for the content.

Date: October 28, 2022