



Terms & Conditions

Classes and Workshops

- All classes and workshops require payment in advance to confirm your place. Payments can be made by Paypal, bank transfer or cheque.
- Unless otherwise stated, workshops and classes are suitable for adults or accompanied young people.
- Cancellations for classes and workshops must be made a minimum of 14 days in advance. If cancellations are made after 14 days before the class or workshop the fee will only be refunded if your place can be filled.
- In the unlikely event that What Katy Stitched has to cancel or postpone a session due to unavoidable circumstances or if the minimum number of participants needed to run the session is not met, we will endeavour to give attendees as much notice as possible. The full cost of the session will be refunded or can be transferred to another class or workshop to the same value with What Katy Stitched. What Katy Stitched cannot accept responsibility for any other costs or expenses.
- Bookings for private parties or 1:1 sessions require payment of a non-refundable deposit. The balancing payment must be made 14 days before the date of the party or 1:1 session.

Delivery

Everything in the What Katy Stitched Etsy shop has free postage unless otherwise stated. At present, we only ship to addresses within the UK and NI. We use Royal Mail Standard Second class and do not use tracked shipping. Please contact us before ordering if you require tracked shipping so the cost can be calculated.

Returns and exchanges

What Katy Stitched will gladly accept returns, exchanges and cancellations. Cancellations need to be made within 1 working day for in stock items and 2 working days for items that are made to order. For returns and exchanges, please contact What Katy Stitched within 14 days of delivery and return items back within 30 days of delivery. Buyers are responsible for return postage costs. If the item is not returned in its original condition, the buyer is responsible for any loss in value. The following items can't be returned or exchanged, unless they arrive damaged or defective:

- Custom or personalised orders
- Perishable products (like food or flowers)
- Digital download
- Intimate items (for health/hygiene reasons)
- Items on sale

What Katy Stitched

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