

Conditions of Sale

When you place an order with us you agree to the delivery and payment conditions.

1. Relevance

These conditions are applicable for all agreements concerning the sale and delivery of products via the online shop that are made between the buyer and Woolfiller.

Woolfiller retains the right from time to time to adjust these conditions or include new ones.

Information, images, notifications, etc, with respect to the product are displayed and communicated as accurately as possible. Colours may differ from the displayed product - computer screens can display information and images differently from each other.

2. Material and Warnings

Woolfiller only uses the best materials. The wool comes from sheep from New Zealand and Europe, is dyed in accordance with the Okotex Standard 100, and can be processed as a repair be washed in the washing machine at 30 degrees celcius, with a neutral wool-washing solution.

The needles have been produced by the German company Groz-Beckert. The needles are sharp - watch out for your fingers! - and relatively fine: careless use could cause them to break.

Keep Woolfiller and needles out of reach of young children.

Contents of the kit: 5 pieces of wool, 2 felt needles, 1 piece foam, and a users guide.

3. Prices

All prices are in euros, including VAT unless otherwise stated.

4. Payment

Woolfiller uses Mollie, a simple and safe banking system which allows you direct access to your account information on internet.

You can also pay directly from your own account. In this case you will receive an email with payment information. Once the payment has been received the package will be sent. If payment has not been received after five working days the order will be cancelled.

5. Delivery and postage

Ordered goods are sent as soon as possible after payment has been received. Deliveries are sent at the buyer's risk, by PostNL

A kit is sent in a solid envelope. Two or more kits will be packaged and sent in a parcel. While we attempt to keep enough stock at hand, it can happen that a specific article or colour is temporarily out of stock. In this case you will be informed of this delay as soon as possible.

For deliveries abroad the customer is responsible for all import duty and taxes controlled by the country of destination. We are not liable for any goods held or refused at customs.

If there is any discrepancy between the shipping destination you have paid for and the country you would like the order delivered to we reserve the right to cancel your order and refund any monies paid back to your account.

6. Exchanges and Complaints

Exchange is not possible. If you have a complaint you should let us know within seven days. Only if this step is taken can we try to resolve your complaint.

7. Privacy

Customer details are only used for the processing and delivery of an order. This information is carefully used and respected and is not shared with third parties. Also read our [privacy declaration](#).

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Despite all the attention that has been put into in this website, we accept no responsibility for incorrect or missing information.