

# **Terms & Conditions**

#### Security

E-commerce services for the La Visch Designs online store are provided by Ravelry.

#### **Payment**

All payments are collected and processed through PayPal. You do not need to have your own account to purchase any of my items, you can use your credit or debit card instead.

## Currency

All amounts shown are in Euro's (€) but it is possible to purchase in any currency - the conversion is completed automatically at the checkout. Even when you use your credit or debit card, the amount deducted will be in your native currency. Please note that exchange rates are not static.

#### **Delivery**

All eBooks and ePatterns purchased through this website are automatically delivered as soon as payment has cleared, and a download link will be sent to the email address used to purchase the items. All items are sold in PDF format and an email containing details of how to download and access your purchase will be delivered within a few minutes of payment completing. If you purchase the item(s) with an eCheque then the download email will be sent as soon as the funds have cleared. The email address to which the emails are sent cannot be changed; please ensure the email address used is valid and frequently checked.

## **Automatic Rights**

I'm required by EU regulations to advice you that by downloading the ePattern or eBook you have selected, you are agreeing to these terms and conditions, and that automatic rights to cancellation and a refund will no longer apply for purchased items once downloading has started; this is due to the nature of digital goods. That said, I do have a refund policy in place.

# **Refund Policy**

Requests for refunds are accepted within 14 days of purchase should you have made the purchase in error. To help prevent unwanted purchases, please read through the information provided on the pattern pages. Please get in touch through either PM or support at lavisch dot com if you have any concerns about your purchase. I'm required to ask that you provide the following information when you get in touch to request a refund: Your name, Date of purchase, Date of refund request, Item purchased and The email address with which you made the purchase. Thank you for your understanding.

#### Guarantee

Every pattern goes through thorough testing and editing to ensure you receive the best possible product. However, despite this I cannot guarantee that my work will be 100% error free. Should errors be found, purchasers of eBooks and ePatterns will receive an update with corrections, free of charge.

#### Pattern support

Individual help and support is only available via email (support at lavisch dot com) for my premium (paid-for) patterns, and not for free ePatterns. The Ravelry forum "La Visch Designs" is recommended for all pattern support.

## **PDF Files**

All eBooks and ePatterns are provided in PDF format, a file type which is compatible with all devices and all operating systems. You are advised to make a back-up copy of the eBook or ePattern file in case of loss or corruption - in these circumstances, proof of purchase (email receipt with order ID) is required before a replacement copy is sent. You are advised to check your spam folder before contacting me regarding undelivered patterns.

## **Privacy Policy**

As a seller, I do not receive any details regarding credit or debit cards; all money transactions are dealt with by Paypal. The personal information received by La Visch Designs will not be shared with any other party or persons.



# Legal

By downloading an eBook or ePattern, you are agreeing to these terms and conditions, and to the copyright and licensing terms attached to these works. Each work and it's contents are fully covered by Dutch and EU copyright law, regardless of where you live or where the pattern was downloaded.

## **Copyright Notice**

Unless otherwise stated the copyright to all works, including patterns, photography and layout (in all formats) belongs to La Visch Designs. This means that no part of the work may be distributed, shared or stored (with the exemption of a personal back-up) without the permission of the copyright holder.

# Licensing

When you purchase an eBook or ePattern, you are purchasing a licence to use the instructions to recreate the design or parts of the design, not the rights to the instructions, photographs, layout or the design itself. Each purchase carries with it a licence that permits you to use the instructions for personal or charity use; to sell finished items made from the instructions; to use the finished item or photos commercially to promote further sales of the pattern and/or yarn; to teach from the pattern (provided one copy per student is purchased); but prevents you from converting for or entering into mass production. This licence also covers my free patterns. Credit must be given to La Visch Designs in all circumstances, and a link provided back to this website where possible.

### **Seller Information**

La Visch Designs Morelgaarde 11 3436 GE Nieuwegein The Netherlands

Chamber of Commerce no. 60882263 VAT no. NL175970609B02

Please note that private visits are prohibited and unsolicited mail will be returned to sender. Since there is no business telephone number, please contact me via info at lavisch dot com.