

# Karen Butler Designs

## Terms & Conditions: for sale of Patterns on Payhip and Ravelry.

**WARNING:** there are currently accessibility issues with the Ravelry site with risk of seizure, migraine, vertigo and other issues.

**Payment:** all payments are collected and processed through PayPal. If you don't have a PayPal account, PayPal has options which allow you to use your credit or debit card.

**Currency:** prices are given in £ Sterling. (Ravelry provides a conversion to your local currency.) Conversion to your local currency through Paypal is automatic at the checkout, even when you use your credit or debit card. Please note that exchange rates change daily.

**Delivery:** all patterns purchased are automatically delivered in PDF format as soon as payment has cleared. Payhip provides an onscreen download link. For both Ravelry and Payhip, an email containing details of how to download and access your purchase will be delivered within a few minutes of payment completing. I'm afraid that the email address to which the emails are sent cannot be changed; please ensure the email address used (the one linked to your Paypal account for Payhip OR Ravelry account) is valid and frequently checked. If the email does not arrive, please check your bulk, spam or junk folder before contacting me.

**Mail Order:** I am unable to post patterns, nor can I accept payment over the telephone or by post.

**Automatic Rights:** to comply with current EU legislation, I'm required to inform that by downloading the pattern you have selected, you are agreeing to these terms and conditions. Due to the nature of digital goods, automatic rights to cancellation and a refund will no longer apply for purchased items once downloading has started. If you wish to retain your automatic rights you need to wait 14 days before starting the download. That said, I do have a refund policy.

**Refund Policy:** requests for refunds are accepted within 14 days of purchase for purchases made in error. To help avoid unwanted purchases, please read through the information provided on the pattern pages.

Please contact me if you have any concerns about your purchase. I'm required by UK law to ask for the following information when you request a refund: your name, date of purchase, date of refund request, item purchased and the email address with which you made the purchase. I also need to know whether you purchased through Payhip or Ravelry. Thanks for your cooperation.

**Guarantee:** every pattern is tested and edited to ensure you receive the best possible product. However, I cannot guarantee that my work will be 100% error free as human error is possible. If I find or am notified of any errors, purchasers of patterns will receive an update with corrections, free of charge. Any errata will be listed on my website.

If you find any errors in the PDF file such as words and/or images missing or illegible please check that you are using the current version of Adobe PDF software. For printing problems, you will need to check your printer settings. If you cannot open the file at all then please contact me directly. I will investigate the reason, renew the file then send out a fresh download link to you.

## KAREN BUTLER DESIGNS

**Seller Information:** Karen Butler is a sole trader, registered in the UK at 86 Ivybridge Road, Stivichall, Coventry, CV3 5PH. This address is provided to meet UK regulations only; unsolicited mail will be returned to sender and private visits are prohibited. Contact is acceptable via email [karen@thebutlerz.co.uk](mailto:karen@thebutlerz.co.uk) only and there is no business telephone number.

**Pattern Support:** individual help and support is only available via email for my premium (paid-for) patterns, and not for free patterns.

**PDF Files:** you are advised to make a back-up copy of the pattern file in case of loss or corruption. You can also download again from your Payhip account or Ravelry library. Proof of purchase (PayPal email receipt or PayPal email address with approximate date) is required before a replacement copy is sent.

**Privacy Policy:** by choosing to accept PayPal as a secure method of payment, I also adhere to PayPal's Privacy Policy. As a seller, I do not receive any details regards credit or debit cards; all money transactions are dealt with by PayPal. Personal information I receive is limited to essentials required for monetary transactions and tax requirements, including your email address for communication. I can assure you that this information will remain confidential and not be shared with any other party or persons. Please see my [Privacy Policy](#) for further details.

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**Licensing:** when you purchase a pattern, 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. **Converting the pattern for or entering into mass production is not permitted.** However, a legally obtained copy of the pattern gives a licence to you to:

Hand knit and sell up to 10 items annually from that pattern for personal profit.

Hand knit and sell any items from that pattern for charitable purposes, as long as all the proceeds go to a recognised charity. You may not charge for your labour or make a personal profit on materials used to make the items.

Teach classes using that pattern, as long as each participant in such a class purchases their own copy of the relevant pattern from an authorised retailer for use in the class.

Display items knitted from that pattern to promote retail of yarn, and/or retail of my patterns.

**Credit must be given to Karen Butler in all circumstances, and a link provided to my website: [www.literallyyarn.co.uk](http://www.literallyyarn.co.uk)**

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