



Hawkshaw Sheep

Payments are only possible by PayPal

You will not be able to place an order online with Hawkshaw Sheep, unless you agree to the terms and conditions set out below, please read these carefully.

Whilst every effort is made to describe the goods accurately, the colours shown in the pictures may vary from what you receive due to the way monitors display colours, if you need to be sure of the colour, please email info@hawkshaw-sheep-yarn.co.uk to arrange for a small sample to be sent to you.

Due to the fact that Hawkshaw Sheep yarns are made from natural sheep fleeces there may be a very very small amount of vegetable matter, small pieces of peat or other small foreign objects to be found within the yarn, it is impossible to remove every single piece during the processing of the yarn, therefore when purchasing any yarn and agreeing to the terms and conditions you are accepting that the yarn may not be totally free from such things.

There are a small quantity of skeins that have a knot in them, this is how they have been received from the processor, and as such is not a valid reason for a refund.

If you are ordering from outside the U.K. your goods may be subject to import duties and taxes, these will be applied before your goods are delivered to you, it is your responsibility to pay any import duties and taxes.

You are entitled, by law, to a fourteen day period, in which you can cancel your order. This 14 day period begins on receipt of your goods.

When requesting a refund you will need to contact sue@hawkshaw-sheep-yarn.co.uk with the following information

1. Your name, item purchased, date of purchase and the email address you used to make the purchase.
2. Any item returned must be in original condition, with all labels etc. intact. Hawkshaw Sheep reserves the right to deduct an amount from the refund if the goods are not in a resealable condition.
3. Hawkshaw Sheep will refund the original postage costs, but you will need to pay the postage to return the goods. Hawkshaw Sheep cannot be held responsible for goods that are lost or damaged in transit back to us, the goods remain your property until the refund payment has been made to you.
4. If the return is from an overseas customer, please write on the customs declaration "returned goods, returning to country of origin". If this is not done, any customs charges that are incurred will be deducted from the refund due.
5. Refunds will be made by through PayPal

If the goods are faulty please contact sue@hawkshaw-sheep-yarn.co.uk to discuss the options available to you.