

Terms and Conditions - v17

envybeadwork

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Shop Policies

Returns and exchange details:

Under the Consumer Contracts Regulations your right to cancel an order starts the moment you place it and doesn't end until 14 days have passed from the day your goods were delivered to you.

Any shipping cost paid for returning beads or beading kits must be paid by the buyer, We only accept packages in their original state as you received it, used materials will not be refunded !

If you cancel the whole order, we will refund (as soon as we received the item(s)) the whole amount of the order.

If you cancel only a part of the order, we only refund (as soon as we received the item(s)) the amount of the goods you did return.

You can find the link to download the withdrawal form in the section: shop information and choose withdrawal form.

There will be NO refund on patterns/tutorials once sent !

Payment:

Payments must be made in advance.

You can pay through IDEAL, SofortBanking, Bancontact, CreditCard, Paypal and PreTransfer

Shipping:

As soon as payment is confirmed and received, your order will be shipped within 1 business day. For patterns: as soon as payment is confirmed and received your pattern will be sent to your registered email within 12 hours, most of the time it will be much quicker but notice the time difference (CEST)

Additional policies and FAQs

Please note: it can take between 10-28 days for your order to arrive within the EU, sometimes a package can slow down through customs, but most of the time it will be quicker

Any customs fee must be paid by the buyer!!

You're not allowed to spread our patterns by (i.e.) putting them online, in Pinterest, Instagram, Facebook, share them with others or give workshops with it. They are copyrighted.

However, you can sell your finished pieces as long as it is not mass produced.

For any questions please feel free to contact us :

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