

Terms and Conditions



Payment Method

We accept payments from all major credit and debit cards.

Card payments are handled by Stripe. All card details are encrypted before they are sent over the internet to our payment handlers. Lovefabric does not store or have access to any of your card details. Items will only be dispatched once full payment has been received.

Delivery

Dispatch Times

We aim to dispatch orders in 1-3 working days. Orders will be sent out with an post or a courier. If there is an issue with your order we'll get in touch by phone or email.

Delivery Charges

Weight	Ireland & N.I.	UK	Europe	North America
Up to 100g	€1.50	€2.30	€2.30	€2.30
Up to 250g	€2.30	€4.90	€4.90	€4.90
Up to 500g	€4.50	€5.90	€5.90	€5.90
Up to 1000g	€6.50	€8.40	€8.40	€11.65
Over 1000g	€6.50	€10.00	€11.65	€17.90

Estimated Delivery Times

Although we can't control the postal service we thought we'd give you at least a guideline on how soon you can expect your order to arrive

Ireland: 2 - 3 working days

United Kingdom: Up to 5 working days

Other: up to 10 working days

Returns

Whilst we hope that you will love the items that you have ordered from us, we do accept that there are occasions when you may need to arrange a return.

We will exchange or refund any item you are not happy with or change your mind about as long as goods are returned in original condition within 28 days of receipt. Please contact us first via email

(hello@lovetfabric.ie) or telephone (+353 (0)94 9010122) to discuss, retain your invoice as proof of purchase and tell us whether you would like to exchange or a refund on your purchase.

Unless the goods are deemed defective or damaged, you are responsible for the cost of returning the goods to LoveFabric (the goods must be in the original packaging in perfect condition with no damage). We recommend that you use Recorded Delivery, as returned parcels are your responsibility until they arrive safely with us.

Please inspect your goods on arrival. In the event of an item arriving damaged, please inform LoveFabric as soon as possible and certainly no later than within 7 days of delivery. Any damaged goods reported later than this timeframe will not be accepted. Once we have confirmed receipt of faulty or damaged goods a replacement or refund will be arranged for you.

Unwanted goods must be returned in a fully re-saleable condition and any tags must be intact. We reserve the right to refuse an exchange or refund if goods are not returned in a saleable condition or are damaged.

Goods should be returned to us to the address included with your order.

If returning an item please send it to : LoveFabric, Cashel, Glenisland, Castlebar, Co. Mayo, Ireland.

Safety Regulations

All products comply with appropriate safety and consumer regulations. If a product is recalled by the manufacturer for any reason, you will be contacted immediately.

Inspection

You should always inspect the goods upon receipt and check that everything specified is included. You will be deemed to have accepted the order unless you notify LoveFabric of a problem within 7 days of receipt.

Website

While every effort has been made to ensure the accuracy of the information and material contained in this website, LoveFabric assumes no responsibility for and gives no guarantees, undertakings or

warranties concerning the accuracy, completeness or current nature of the information contained therein and does not accept any liability whatsoever arising from any errors or omissions.

LoveFabric liability to the buyer shall at no time exceed the price of the goods supplied. We shall be under no liability for any direct or indirect loss and/or expense suffered by the buyer or liability to third parties incurred by the buyer which may arise from the use of this Website.

LoveFabric shall be under no liability whatsoever for any loss or damage whether direct or indirect resulting from the supply of goods. We shall be under no liability whatsoever for the quality and purpose of goods supplied to the buyer or to a third party.

Cancellations

If you wish to cancel an order please contact us by email or phone as soon as possible. We cannot be held responsible for orders that have already been dispatched. We will confirm by email if cancellation has been accepted prior to dispatch and arrange a refund within 7 working days.

Security & Privacy

We realise how important it is to securely store any information that you provide. That's why the whole of our site is secure. The secure software (SSL) encrypts any information you input before it is sent to us. Encryption makes it very difficult for unauthorized people to view information travelling between computers.

You can tell whether a page is secure as 'https' will replace the 'http' at the front of the our website address in your browser address window. A small locked padlock will also appear in the address window.

When you order, you will be asked for your name, address, email address, credit or debit card number, CVC number and the expiry date of your card. This allows us to process your orders and to notify you of your order status.

We also ask for your telephone number which enables us to contact you if there is a problem with your order. If your order is being sent by courier your contact number will be given to the courier company so they can arrange delivery.

Personal information will be treated with the strictest of confidence by LoveFabric and will not be passed onto third parties.

Card payment details are directed through our secure payment facility Stripe and are not disclosed to LoveFabric during this process. We do not store or have access to your credit/debit card details.

We use 'cookies' to track your activities on our site. We use Google Analytics for this, and it gives us insights into how visitors use our site. This is totally anonymous and we don't track any personally identifiable information.

If you have any questions or concerns please do get in touch!

Feedback

If you would like to give us some comments or feedback about our Website, we would love to hear from you. Please contact us at hello@lofefabric.ie