

Welcome to Grocott Ink & Thread. The following terms and conditions guide the use of and commerce in our online shop. These terms and conditions may be adjusted from time to time. Please read before making an online purchase at Grocott Ink & Thread. These terms and conditions outline the rules and regulations for the use of Grocott Ink & Thread's Webstore.

The following terminology applies to these Terms and Conditions, Privacy Statement and Disclaimer Notice and any or all Agreements: "Client", "You" and "Your" refers to you, the person accessing this website and accepting the Company's terms and conditions. "The Company", "Ourselves", "We", "Our" and "Us", refers to our Company. "Party", "Parties", or "Us", refers to both the Client and ourselves, or either the Client or ourselves. All terms refer to the offer, acceptance and consideration of payment necessary to undertake the process of our assistance to the Client in the most appropriate manner, whether by formal meetings of a fixed duration, or any other means, for the express purpose of meeting the Client's needs in respect of provision of the Company's stated services/products, in accordance with and subject to, prevailing law of United States. Any use of the above terminology or other words in the singular, plural, capitalization and/or he/she or they, are taken as interchangeable and therefore as referring to same.

## **General**

You can shop our products through our online shop. If you have any questions please contact our customer service for help at [sales@grocottinkandthread.com](mailto:sales@grocottinkandthread.com). All merchandise remains our property until payment is fulfilled. Any attempts of fraud will be reported to the police. Grocott Ink & Thread reserves the right to cancel, hold on to, or further investigate an order at suspicion, even if delivery time is affected. No other payment options in addition to those displayed at checkout is accepted. Grocott Ink & Thread holds the right to have deviations related how material, color, weight, measurements, or manufacturing, appear on our online shop. This also includes type faults, price and stock changes. Grocott Ink & Thread reserves the right to change product prices at any time. We reserve the right to refuse or cancel certain orders at our sole discretion. We reserve the right to refuse service to any customer at our sole discretion.

## **Returns and exchanges**

Grocott Ink & Thread will allow for returns and exchanges on products found with defects or damage from Grocott Ink & Thread or manufacturing within 30 days of receipt of product. We also accept exchanges for size, but you will be responsible for additional shipping charges. If there is not a size available for exchange, a refund of the product excluding shipping charges will be offered.

### **a) Refunds**

You will receive your refund via the same payment method as when you placed your order. It may take up to 7-10 business days before the money reaches your account.

### **b) Returns Policy**

All returned products have to be undamaged (unless defect/damage is from Grocott Ink & Thread or manufacturing) and unused, with any labels or tags intact. Returns that are damaged or soiled, washed, altered or worn (other than to try the item on) may not be accepted and may be sent back to the

customer and/or a refund refused. All items returned should include a note with the return authorization number (which will be given through prior contact via phone or email) and your contact details. Unidentified returns may not be eligible for a refund.

#### c) Claims on Defective Product

If the product is defect, damaged or if the return is due to a mistake made by Grocott Ink & Thread, we will in this case bear or reimburse the shipping cost. Please report the reclamation to our customer service before returning the product, then return the product together with your receipt to this address:  
800 S Western Avenue Suite D, P.O. Box 552  
Hartford, SD 57033

#### **Ownership of right**

All rights, including copyrights at [store.grocottinkandthread.com](http://store.grocottinkandthread.com) remain with Grocott Ink & Thread. Any use of this website or its contents, including copying or storing it or them in whole or part, other than for your own personal, non-commercial use is prohibited without our permission.

#### **Cookies**

We employ the use of cookies. By using Grocott Ink & Thread's website you consent to the use of cookies in accordance with Grocott Ink & Thread's privacy policy. Most of the modern day interactive web sites use cookies to enable us to retrieve user details for each visit. Cookies are used in some areas of our site to enable the functionality of this area and ease of use for those people visiting. Some of our affiliate / advertising partners may also use cookies.

#### **Disclaimer**

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