Returns Policy

You may cancel your order within 14 days of receiving it. Email us at woolandcraftsupplies@gmail.com before returning, to let us know. Items must be returned unused, in original condition and packaging, within 14 days of cancelling. You must pay the return postage. We will refund the cost of the product only, within 14 days of getting the item back. We may reduce the refund if items have been used or handled beyond what's needed to inspect them.

Faulty or incorrect items: contact us first, within 14 days and we will replace or refund. This does not affect your statutory rights.

Terms & Conditions

These terms apply to purchases from Wool and Craft Supplies, Cork, Ireland woolandcraftsupplies@gmail.com.

- Prices are in euro and include VAT where applicable. Postage is shown at checkout.
- Payment is taken securely by Stripe when you order.
- We aim to dispatch within 2 working days.
- Colours may vary slightly from photos.
- These terms are governed by Irish law.

Privacy Policy

Wool and Crafts Supplies collects your name, email, address and order details only to process and deliver your order. Payments are handled by Stripe, and we never see or store your card details. We do not sell or share your data, except with delivery services and as required by law. We keep records for 6 years for tax purposes. You can ask to see or delete your data by emailing woolandcrafts@gmail.com. You can also complain to the Data Protection Commission (dataprotection.ie).

Purchase Statement
By placing an order, you agree to our Terms & Conditions, Returns Policy and Privacy Policy. Your statutory rights are not affected.