

Terms and Conditions

At Thorpe & Co Sewing Machines we are proud of the service and products that we are able to provide to our customers. We take time to prepare your order and check the details, so that the products dispatched meet your expectations.

Orders

All prices quoted on Thorpe & Co Sewing Machines Website are in Australian Dollars and include GST. Please note that the minimum transaction for online orders and credit card purchases is \$15.00.

Delivery

Thorpe & Co Sewing Machines aims to dispatch orders as soon as possible after payment has been processed. We offer regular and Express Post within Australia only.

Shipping/postal costs are not displayed in your order invoice, the postage costs will be added when we process payment. You can find further information about our postage costs on our 'Help' pages.

Courier delivery service (next business day) is available for Newcastle only. Please contact the store for details and a costing.

Payment Methods

We accept the following methods of payment:

- Visa and MasterCard

Payment needs to be received prior to the completion and dispatch of an order.

Gift Vouchers

Gift vouchers are valid for 12 months from the date of purchase and can be used for purchases both in store, online and as class payments. They cannot be redeemed for cash.

Returns Policy

When purchasing from Thorpe & Co Sewing Machines please review your order carefully as we do not refund or exchange if you have a change of mind about your purchase.

To protect the interests of our designers, exchange or refund is not available on books, charts and kits. This also applies to custom finished items, special orders and fabric cut to your specifications, these items cannot be returned unless there is a fault in the product.

Special orders once placed cannot be changed. You will be asked to provide a deposit if you wish us to order any items especially for you. If you change your mind and decide not to go ahead with the order the deposit is non-refundable.

If a product is faulty, please return it to us along with your docket within 14 days of purchase for a full refund or replacement.

We understand that it is difficult to estimate thread quantities for some projects. Items must be returned in perfect store bought condition, in the original packaging and accompanied by proof of purchase. We reserve the right to refuse items if they have been partially used or are no longer saleable.

There are no returns or exchange on discounted and sale goods. If items have been marked down due to an imperfection it will be identified as such.

Fabric

The minimum fabric cut is 50cm.

Colours

Colours may vary from those shown on your computer screen. Every care has been taken to provide accurate photographs but as some computer screens may vary in colour and contrast, variations may occur.