



TERMS & CONDITIONS

PRODUCT INFORMATION

We reserve the right to amend, without notice the following: description, specification, prices, and / or details of all products and offers displayed on this website. All prices and offers shown on this site are subject to stock availability or expiry dates. E & OE. Every effort is made to ensure accurate information and descriptions. However, we will not be held responsible for errors or omissions displayed on this website and can cancel orders and refund customers' funds due to pricing errors.

SITE INFORMATION

Gillies Fabrics is providing this site and its contents on an "as is" basis and makes no representations or warranties of any kind with respect to this site or its contents. Gillies Fabrics disclaims all such representations and warranties, including for example warranties of merchantability and fitness for a particular purpose. does not represent or warrant that the information accessible via this site is accurate, complete, or current.

We endeavour to provide a good colour representation of products shown on this website and are intended for use as a guide and are not guaranteed to be accurate, as we have no control as to how they will display on your screen. We take pictures of fabrics with a white reel of sewing thread where possible to give you an idea of the shade. Some pictures are supplied by manufactures.

PAYMENTS, VAT AND PRICING

Prices on our website include the current rate of VAT.

All payments go through worldpay a SSL secure payment gateway which encrypts your details, making sure your card details are safe.

The prices on our website are online prices only, some items may vary in price in our bricks and mortar store. The online prices only apply for purchase made through our website.

FABRIC AND HABERDASHERY ORDERS

Please note the minimum order is 0.5 of a metre, you can place any amount after this in 25cm increments or 10cm increments. Prices shown are per metre.

If you require a half metre, please enter 0.5. Then 1.7 for 1.7 metres, 2.25 for 2.25metres and so on.

Please note we do not accept return of any fabric cut to your specifications i.e cut from a roll to your length, this does not affect your statutory rights. We advise you to request a sample prior to ordering if you are unsure. Due to different dye batches, shades can vary slightly from roll to roll. Please note that no responsibility is taken once the fabric has been cut into. All our fabrics are checked by quality control before dispatch.

ACCEPTANCE OF AN ORDER

Completion of the online checkout process does not constitute our acceptance of your offer to purchase products or services from us. Acceptance of your order takes place when we dispatch the product or products or upon commencement of the services that you ordered from us. No contract will be formed between us as the suppliers and you as the customer until that point.

As soon as you place your order, the system will automatically email you to confirm that it is being processed. If we are unable to fulfil all or some of the goods that were ordered at the price we stated, we will not process your order, will contact you to discuss this via email and telephone if you have provided those details at checkout, and refund you any money already paid as soon as is reasonably possible.

From time to time, we may send you e-mails containing offers and other information which may be of interest to you. If you do not wish to receive such communications, please click on the unsubscribe button at the bottom of an email you have received, you will be removed from our mailing list.

MACHINE GUARENTEES

Please keep all original packaging from your delivery just in case your machine has to be sent back to us or the manufacture in the future.

All Husqvarna Viking sewing machines have 2 years manufactures guarantee. Some mechanical and all the computerised models have an additional 3 years manufactures guarantee on parts, after the first 2 years.

<https://www.husqvarnaviking.com/en-GB/Support>

Most of the Janome sewing machines have 2 years manufactures guarantee.

<https://www.janome.co.uk/>

All Babylock machine have 2 years manufactures guarantee. You can register your machine on Babylock uk website and gain an additional 2 year free manufactures guarantee.

<https://www.babylock.co.uk/extended-warranty>

Please note, guarantees exclude consumable items and wear and tear parts such as needles, bobbins, light bulbs, needle plate, bobbin covers, bobbin cases, needle threaders, motors and belts etc, negligence and misuse. Please refer to manufactures website and documentation for full details.

Guarantees only cover machines that stay with in the territory of the U.K.

If you have any issue with the machine you have purchased from us please get in touch with us ASAP, so we can assist.

Tel 01904 626244 or email sales@gilliesfabrics.co.uk

We will require your name, address, telephone number, brand, model number, serial number, date of purchase and a clear description of the issue. photos are helpful. We have an in-house service department with manufacture trained engineers.

If we request for your machine to be returned to Gillies Fabrics or to the manufacture under the guarantee, the original packaging must be used. Damage caused by insufficient packaging during transit will not be covered by the manufactures guarantee, the courier or Gillies Fabrics. The customer takes responsibility for the transit of their machine.

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