



Room & Serenity

INTERIOR STYLING · CHUNKY BLANKETS

Terms & Conditions

Payment methods:

At Room & Serenity we accept payment methods such as PayPal, credit card or direct payment. Each product is provided with the price including VAT. In the checkout you can see the total price including all costs.

Shipping:

I send worldwide. (Some restrictions can apply). The shipping cost of your order is displayed at the checkout when you have selected your shipping address. Any additional import taxes are the responsibility of the purchaser. You can also choose to pick up your package. Call or email if you wish to retrieve your package yourself.

Delivery:

My ambition is that you as a customer should get your goods as soon as possible! Delivery times may vary depending on whether your goods are in stock or not. All my knits are knitted on demand and depending on whether I have the color you want on your product in stock or not the delivery time is between 1-3 weeks. The same applies on orders of yarn. If the color in the quantity you want is out of stock, the delivery time can be between 1-3 weeks. As soon as I have received my refill I will send your goods as fast as I can so that you will not have to wait! However, no goods will be sending before your payment is received.

If I have your product in stock in the color you wish and already knitted, I will send your package within 1-3 days from the time I have received your payment.

Please send me an email if you have any questions about the delivery of a specific product. Then I can answer if I have the item you wish for in stock and also give you a more exact delivery time on the product you like to order!

All my products are packed in shock-resistant packaging that is custom made for each product. Be gentle when you unpack your goods.

Return of ordering items:

My knitted products are knitted on demand and can therefore not be returned. The unspun wool can be fragile and can get both pilling and fibers that go by. This will not be considered as a manufacturing defect and cannot be claimed. This is how the yarn appears.

They are recommended to have as decoration plaids and exclusive interior details with gentle use. These plaids are created to provide a beautiful and trendy style in your home. Of course you can use these plaids as a “cuddle-plaid” that you can snuggle up in, but wool is a material that easily get wads and pilling and to maintain these plaids as fine as possible, the recommendation is to have them just as interior decoration.

Damage on the package and not picked up goods:

If you see that your package is damaged, you should make a complaint directly to the shipping company. A non picked up goods is charged with the return costs.

Pictures on the website:

I want to make clear that there may be a slight difference in color reproduction between screen and reality. This may depend on the type of screen and resolution you are using.

Do you have any questions, please contact me!

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