

General Terms & Conditions for Digital Downloads

1. Introduction

These General Terms & Conditions apply to all digital products sold by Stitch Bliss / Stitch Bliss D-signs, registered in the Netherlands with the Chamber of Commerce (KvK) under number 42004262. By purchasing a digital product from this website, the customer agrees to these Terms & Conditions.

2. Nature of the Products

All products offered in the shop are digital downloads, such as for instance PDF files. No physical items will be shipped.

3. Prices and Payment

All prices are listed in euros (€) and include or exclude VAT depending on the customer's location and applicable tax rules.

Payment must be completed before the download becomes available.

Accepted payment methods are listed at checkout.

4. Delivery of Digital Products

Digital products are delivered immediately after successful payment.

The customer receives a download link on the confirmation page and/or by email.

The customer is responsible for ensuring that their device and software can open the file formats provided.

5. Right of Withdrawal (Digital Content)

Because the products are digital downloads, the EU right of withdrawal works differently.

By purchasing a digital product, the customer:

Expressly agrees to immediate delivery, and acknowledges that the right of withdrawal expires once the download begins.

This means:

No refunds are provided after the download link has been accessed.

If the customer has not yet downloaded the file, they may contact us to request cancellation.

6. License and Usage Rights

All digital products are protected by copyright.

The purchase grants the customer a non-exclusive, non-transferable, personal license to use the file for private, non-commercial purposes.

The customer may not:

- share, resell, redistribute, or upload the files elsewhere;
- modify the files for resale;
- claim the design as their own;
- commercial use requires written permission.

7. Errors, Download Issues, or File Problems

If the customer experiences:

- download errors;
- corrupted files;
- missing pages;
- mechanical issues,

they must contact info@stitchblissd-signs. We will do our utmost to provide a working file or new download link at no extra cost.

8. Intellectual Property

All designs, images, patterns, and digital content remain the intellectual property of Stich Bliss / Stitch Bliss D-signs. Purchasing a digital file does not transfer copyright.

9. Limitation of Liability

We are not responsible for:

- loss of data on the customer's device;
- printing or other issues caused by the customer's printer or settings of devices;
- software incompatibility on the customer's device.

Our liability is limited to the purchase price of the product.

10. Privacy and Data Protection

We process personal data in accordance with the GDPR. Information is used only for order processing and customer support. For more details, see our Privacy Policy.

11. Applicable Law

These Terms & Conditions are governed by the laws of the Netherlands. Any disputes will be submitted to the competent court in the Netherlands.

12. Contact Information

Stitch Bliss

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