Handmade Heaven

Terms of sale for handmade knitwear

Version: 2026-10-26-projekt-4

Draft — missing business details and review must be completed before sales are enabled.

Seller and contact

The seller is Beata Stankiewicz, operating Handmade Heaven as an unregistered activity under Polish law, without entry in CEIDG. This status does not restrict statutory consumer rights. Correspondence, complaints and returns address: [TO BE COMPLETED]. Email: [TO BE COMPLETED]. Telephone: [TO BE COMPLETED]. These terms apply to orders at handmadeheaven.pl. No customer account is required.

Pieces made to order

The studio primarily offers pieces knitted by hand after an order is placed, according to the agreed customer configuration. The exceptions are individual finished sweaters or cardigans explicitly marked ready to ship. Each description specifies composition, price, required measurements and options. Depending on the design, specifications may cover head circumference, neck-warmer fit, fibres, colours and material combinations. Colour placement may vary within the description; this does not remove conformity rights. Making a piece after ordering does not itself exclude withdrawal rights; individual specifications are addressed below.

Yarn availability and material changes

Colour swatches show possible configurations and do not reserve yarn with a supplier. The chosen colour or the quantity needed for the entire order may become unavailable, including between ordering and payment. If materials are unavailable, the seller promptly contacts the customer to offer another colour or material, a later date if one can be established, or cancellation with a full refund of payments received. Material, colour and timing changes require express customer agreement; silence is not consent. If no solution allowing fulfilment is agreed, all payments received are refunded promptly. Higher yarn purchasing costs do not entitle the seller to increase the agreed price unilaterally. These provisions do not restrict statutory customer rights or the seller’s liability for non-performance.

Ordering and price

Review your products, options, full price and delivery before accepting these terms and placing an order with an obligation to pay. The seller confirms acceptance by email with the agreed terms. Prices are in PLN and include charges due for the products. If shipping costs are not yet known, the first step is a non-binding request for a quote. The complete amount must be separately accepted before a paid order is placed.

Payment

Choose bank transfer or BLIK phone transfer. Payment details, amount and order reference follow confirmation of the complete price. Payment is due within 2 calendar days of placing a fully priced order and receiving payment details. For an individually quoted order, this period starts when the

customer accepts the quote and receives full payment details. The exact deadline is stated in the order confirmation. Incoming payments are checked manually. After the deadline the seller verifies the account and contacts the customer; an appropriate additional deadline and warning are given where legally required before cancellation. No automatic penalty applies.

Making, delivery and unforeseen circumstances

Delivery is currently within Poland. Making and dispatch timing: [TO BE COMPLETED]. A specific date or period is provided before ordering and preserved in the confirmation. Making time and transit time are separate. If illness or another unforeseen obstacle affects fulfilment, the seller informs the customer promptly and may propose an extension of no more than 7 calendar days. The new date requires the customer's express agreement; silence is not consent. This is not an automatic extra week or an exclusion of liability for delay. Statutory rights remain, including setting an additional deadline and withdrawal where legally available, particularly under Article 543^1 § 2 of the Polish Civil Code. If you arrange shipping, the studio supplies parcel dimensions and instructions when ready; you purchase shipping and supply the code or label. Otherwise the seller presents the delivery method and cost for acceptance before the paid order.

Withdrawal

Consumers and other customers covered by applicable consumer protection generally have 14 days from receiving goods to withdraw from a distance sales contract without giving a reason. Send an unambiguous statement by email or post; the sample below is optional. Return goods within 14 days of withdrawal. You bear direct return costs if informed beforehand. The seller refunds payments including the least expensive standard delivery offered within the statutory 14-day period and may wait until receiving goods or proof of return. You are responsible for diminished value from handling beyond what is necessary to inspect the goods.

Individual specifications and withdrawal

Under Article 38(1)(3) of the Polish Consumer Rights Act of 30 May 2014, distance-contract withdrawal rights do not apply to non-prefabricated goods made to the consumer's specifications or meeting clearly personalised needs. This may cover a piece whose construction or measurements are genuinely adapted to individual instructions, such as an exact head circumference, individual fitting of a children's set, or an agreed design and material combination. The assessment depends on the actual personalisation of the particular piece. Handmaking after purchase, an age or standard size band, or choosing yarn or colour from a standard palette does not automatically establish the exception. Difficulty reselling alone is insufficient. If an offer qualifies, the customer is clearly informed before purchase of the absence of withdrawal rights and the specific individual features; that information and specification are preserved in the confirmation. Finished pieces and goods outside the exception retain ordinary withdrawal rights. Excluding no-reason withdrawal does not restrict complaints for non-conformity or rights arising from non-performance or delay.

Measurements, specifications and changes

Before ordering, check measurements and options against the measuring guidance. Clarify uncertainties with the studio before making begins. The agreed specification is preserved in the confirmation. Changes to measurements, yarn, colour or design after ordering require agreement; any effect on price or timing must be explained and accepted before the change is made. The studio

does not substitute agreed materials without consent. Measuring guidance does not exclude the seller’s statutory responsibility.

Complaints

The seller is responsible for conformity under applicable law, including a lack of conformity revealed within two years after delivery. Complain by email or post, describing the issue and requested remedy. A receipt is not the only acceptable proof of purchase. Depending on the statutory conditions, remedies include repair, replacement, price reduction or withdrawal. Consumer complaints are answered on a durable medium within 14 days. Consumer ombudsmen and the Trade Inspection can assist with disputes; information about participation in out-of-court resolution is provided as required when a dispute arises.

Data and technical matters

Order data is used to fulfil the order, communicate and handle claims, not as marketing consent. A complete privacy notice must be available before launch. Use a current browser, JavaScript and email; report technical issues to the contact email. Later changes to terms do not alter existing orders or statutory consumer rights.

Sample withdrawal statement

To: Beata Stankiewicz, [TO BE COMPLETED], [TO BE COMPLETED]. I withdraw from the sale of: [...]. Order number: [...]. Contract / receipt date: [...]. Consumer name and address: [...]. Date: [...]. Signature only for a paper form.