



# OGE Knitwear Designs ETSY GUIDE - 2018

# OGE Knitwear Designs Etsy Guide

This guide was produced by OGE Knitwear Designs, to help you navigate your way through this shop. This guide is specific to OGE Knitwear Designs and produced only for the purpose to help you understand this shop.

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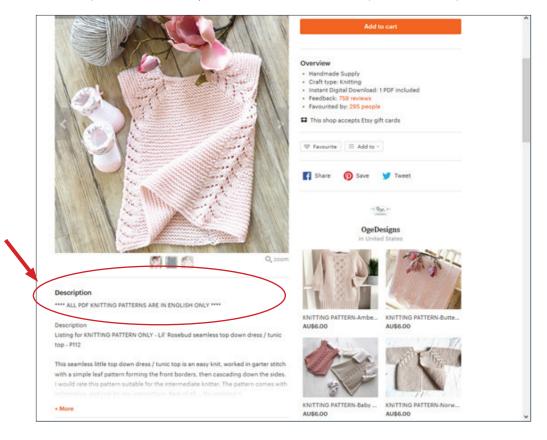
#### Please note:

## Are the patterns available in other languages?

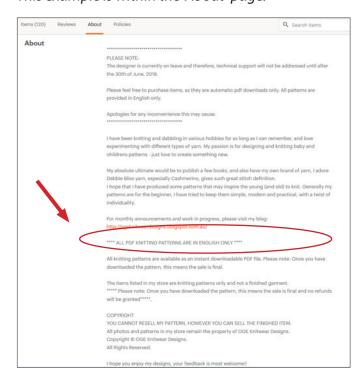
Unfortunately, all patterns are ONLY available in ENGLISH. This is clearly noted within my site and also appears for each pattern listed, as indicated below.

OGE Knitwear Designs are not able to produce patterns in other languages and have no intentions of seeking translations for the near future.

This sample shows where you can see this within the pattern description.

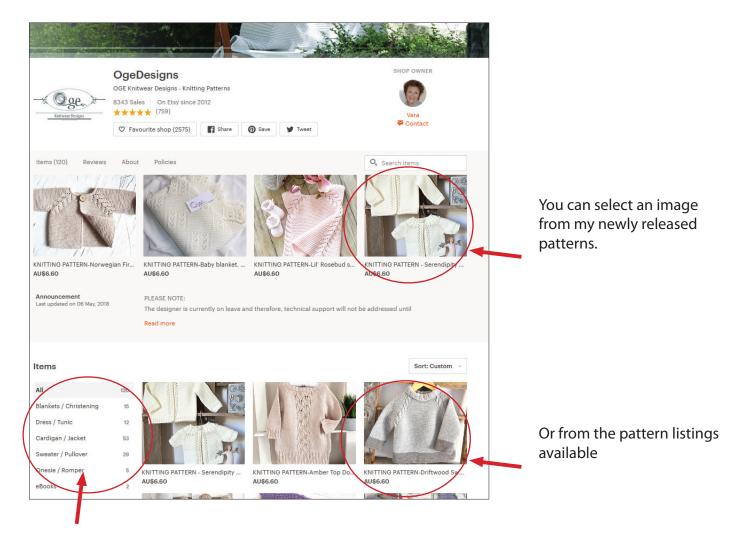


#### This example is within the 'About' page.



## How can I find out the materials required before I purchase the pattern?

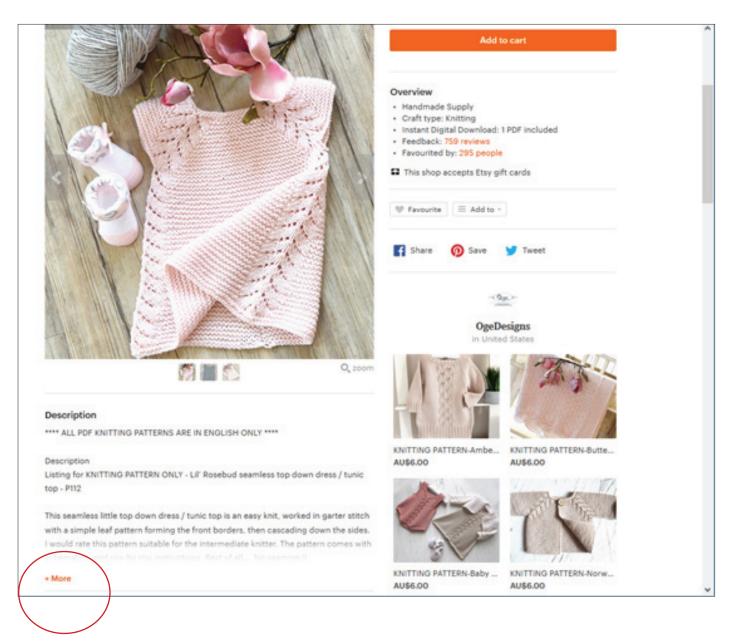
From the homepage of my shop, you need to click on the pattern of your choice, or use the 'category list' to find a pattern.



You can can also search for a pattern in the 'category list'

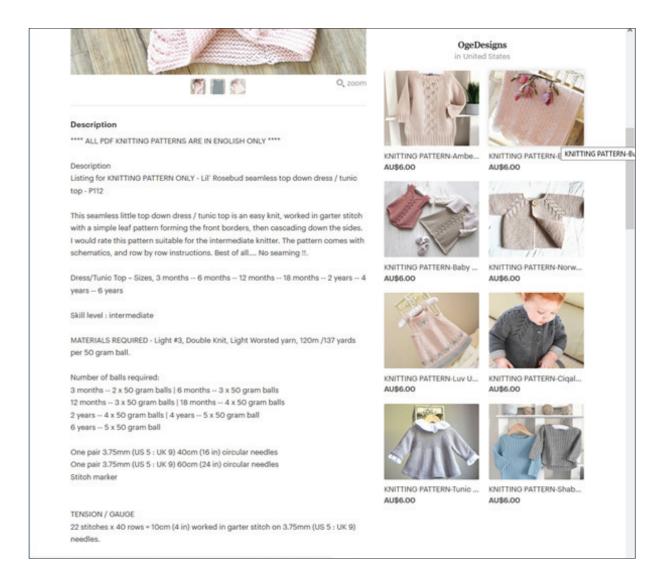
Once you have found the pattern you like, you then need to double click on that pattern to see more details about the pattern.

Your screen should look like this once you have double clicked on the pattern of your choice.



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Click on 'see more...' to see more of the materials required.



#### Why did I not receive my order?

If you have not received your receipt, or your order within your inbox, it may be sitting in your 'spam folder', or 'junk folder' in your email.

Alternatively, you may need to check that the transaction occurred with your financial institution, or contact Etsy. More information on how to download your pattern may be found on Etsy: https://help.etsy.com/hc/en-us/articles/115013328108-Downloading-a-Digital-Item

#### How do I request a refund?

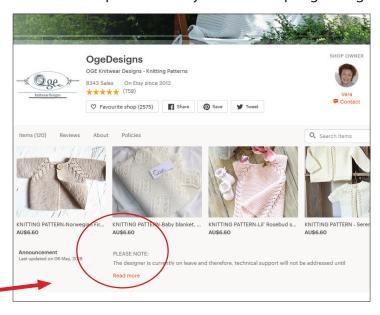
As stated in the OGE Knitwear shop, refunds will not be permitted. It is clearly advised the products within this shop are listed as knitting patterns only and is also noticed in the 'About' page and in the heading for each item (see below for more details):

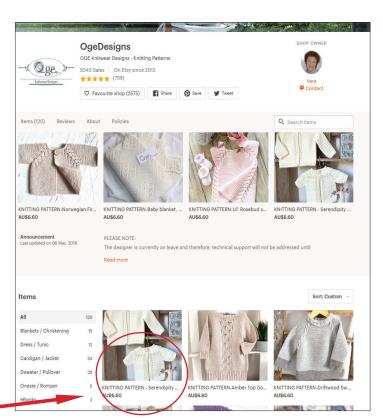
Patterns will not be refunded where the download is complete. The terms are clearly indicated on the 'About' page and as indicated below.

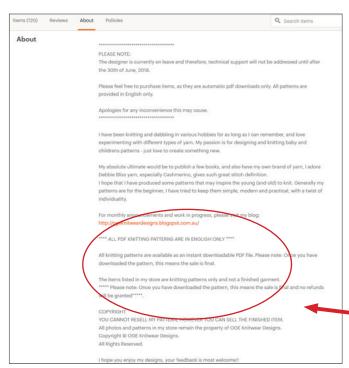
All knitting patterns are available as an instant downloadable PDF file. Please note: Once you have downloaded the pattern, this means the sale is final.

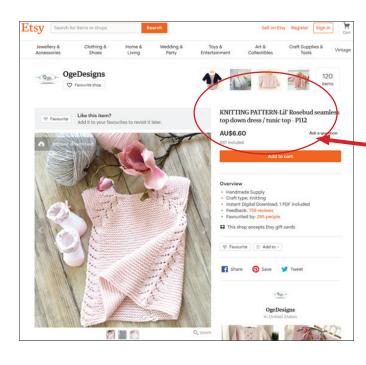
The items listed in my store are knitting patterns only and not a finished garment. Please note: Once you have downloaded the pattern, this means the sale is final and no refunds will be granted.

Reference: https://www.etsy.com/au/shop/OgeDesigns#about









#### Can I resell the pattern, or a finished product?

#### **COPYRIGHT**

YOU CANNOT RESELL MY PATTERN, HOWEVER YOU CAN SELL THE FINISHED ITEM. All photos and patterns in my store remain the property of OGE Knitwear Designs. Copyright © OGE Knitwear Designs. All Rights Reserved.

OGE Knitwear Designs request that you contact the shop owner to provide a link and/or business name where the finished product will be sold. OGE Knitwear Designs are always happy to see the finished products, so please feel free to share your completed projects.

#### How do I contact the shop owner?

When you are logged into Etsy, you can click on the email icon at the top right hand side of the page.

You may also wish to follow OGE Knitwear Designs at the following site for the latest information and/or patterns being released: http://ogeknitweardesigns.blogspot.com.au/

#### Please note:

in relation to any questions you have regarding the pattern you have purchased, you need to contact OGE Knitwear Designs from the site where you purchased your pattern.

