

Hunting Hall's Pure Northumbrian Organic Wool



Terms and Conditions

Prices and payment

All our prices include VAT at 20%. Payment on our website is through Paypal. If you require a VAT receipt please tell us by email.

Availability

We hope to keep the availability of our wool up to date on our website. If, by any unforeseen hiccup, anything is not available we will notify you by email as soon as possible and offer you the choice of a refund or an alternative product.

Ordering and delivery

Once you have placed an order on our website we will email you to confirm that we have received your order and that the item is available. We will endeavour to post your order within 48 hours.

All our packages are posted with Royal Mail from our local post office (we have a travelling post office van that visits our local village). For orders under £5 postage is £1 and for orders over £5 postage is £4.60.

At present we are unable to accept orders through our website for postage beyond the UK mainland. Please contact us if you live overseas and would like to make a purchase.

Returns

We hope that you will love our wool, patterns and knitting kits. If for any reason you aren't happy with your purchase please let us know as soon as possible (within 14 days of receipt) and we will ask you to post it back to us so that we can make arrangements to send you a replacement or offer a refund. Goods must be returned to us within 21 days and must remain unopened and sealed in their original packaging in a condition suitable for re-sale, unless the goods are faulty. We shall be entitled to recover any direct costs of having to recover the goods from you and may set such costs off against the amount to be re-credited to you.

Organic Standards

Our sheep flock is registered with Organic Farmers and Growers and all our wool is produced to the highest organic standards. The fleeces are then sent to a small family-run mill where the wool is processed, spun, dyed, balled and labelled under Soil Association Certification. Our yarn meets Global Organic Textile Standards, ensuring it is free of any potentially harmful chemical residues and that it is produced in a way that looks after our planet.

Care for your wool

Our wool is a very natural product and should last for many years – but please treat it with care. It will be best gently hand-washed at a cool temperature, no hotter than 40°C.

Feedback

The Burn family have kept sheep at Hunting Hall since 1951 – but we've never sold wool before, therefore any feedback you can give us will be a tremendous help. If you find an ambiguous instruction on a pattern, a misprint or if you have enjoyed knitting with our wool, please let us know.

Data Protection Policy

We will keep your information securely and we will not share your details with a third party, unless it is in order to comply with the law.