



Stitchfolk
OLD THREADS. NEW LIFE.

Privacy Policy
Terms and Conditions
Cookie Policy

February 2026

Stitchfolk Privacy Policy

Stitchfolk respects your privacy and is committed to keeping your personal information safe.

What information I collect

I only collect personal information when you choose to share it with me. This usually happens when you:

- Fill in the contact form on my website
- Email me directly

The information collected may include your name, email address, and the message you send.

How your information is used

I use your information only to:

- Respond to enquiries
- Discuss repairs, commissions, or services you've asked about

Your information is never sold or shared with third parties for marketing purposes.

How your data is stored

Messages sent through the website are securely stored through Wix and my email provider. I keep your information only for as long as necessary to respond to your enquiry or provide a service.

Analytics

This website may use Google Analytics to understand how visitors use the site (for example, which pages are visited most). This data is anonymised and used only to help improve the website. It does not identify you personally.

Your rights

Under UK GDPR, you have the right to:

- Ask what personal data I hold about you
- Request corrections or deletion of your data

To make a request, please email:

studio@stitchfolk.co.uk

Contact

If you have any questions about this policy or how your data is handled, you're always welcome to get in touch at studio@stitchfolk.co.uk.

Stitchfolk Terms & Conditions (Garment Repairs & Commissions)

These terms help set clear expectations so your garment — and our time together — is treated with care and respect.

The nature of repair work

Every garment and every repair is different. By choosing Stitchfolk, you understand that:

- Repairs are made to strengthen, extend, or creatively adapt garments
- Exact outcomes can't always be guaranteed due to fabric age, wear, or previous damage
- Repairs may use a combination of techniques, including visible mending

I'll always aim for the most thoughtful and appropriate solution for your garment.

Assessment & pricing

- Garments are assessed before work begins
- Prices are agreed in advance where possible
- If unexpected issues arise, I'll contact you before continuing

Payments

Payments are taken via a secure online payment link (for example, through SumUp). Stitchfolk does not store or process your card details directly.

Payment is required before completed garments are returned, unless otherwise agreed.

Turnaround times

Turnaround times are estimates and may vary depending on:

- The condition of the garment
- The complexity of the repair
- Current workload

If delays arise, I'll always let you know.

Garment condition & liability

By submitting a garment for repair, you acknowledge that:

- Worn or delicate items carry an inherent risk during repair
- Some damage may not be fully repairable

Stitchfolk cannot accept responsibility for deterioration due to age, fabric weakness, or previous wear, but every garment is handled with care and respect.

Cancellations

If you need to cancel work before it begins, please get in touch as soon as possible. Once work has started, charges may still apply to cover time and materials used.

Stitchfolk Cookie Policy

This website uses cookies to help it function properly and to understand how visitors use the site.

What are cookies?

Cookies are small text files stored on your device when you visit a website. They help websites work efficiently and provide insight into how the site is being used.

How cookies are used on this site

Stitchfolk may use cookies to:

- Ensure the website functions correctly
- Collect anonymised analytics data via Google Analytics

These cookies do not identify you personally.

Managing cookies

You can control or disable cookies through your browser settings at any time. Please note that disabling cookies may affect how the website functions.