

# Terms and Conditions

(Last updated: 26 August 2025)

Australian Consumer Law (ACL): Nothing in these Terms limits your non-excludable rights.

These Terms & Conditions ("Terms") govern your use of the website and services provided by threadN ("we", "us" or "our"). By accessing our site or placing an order, you agree to these Terms.

## 1. Business Details

Business name: threadN

Email: threadN.us@gmail.com

Website: threadn.com.au

## 2. Using our site and services

These Terms apply to your access to our website, content and services.

## 3. Eligibility

You must be 18+ to place orders. Under-18s may use the site only with parent/guardian consent. Under-13s must not create accounts or place orders.

## 4. Products & Definitions

- Custom / Personalised Item: Any product made to your specification (e.g., names, initials, dates, logos, bespoke motifs, thread colours, sizing or placement requests).
- Pre-made Item: A standard product we offer without personalisation. Sold as listed.
- Digital Product: delivered electronically (e.g., downloadable PDFs).

Minor variations in colour, texture, stitch density and placement ( $\pm 5$  mm) may occur.

## 5. Orders, proofs & mistakes

Orders are offers to buy; a contract forms when we confirm acceptance. For custom items, production begins after your approval of any proof/mock-up. Please check spelling, colours, sizes and placements carefully. Errors you approve are your responsibility; our errors are fixed at our cost.

## 6. Pricing, GST & payment

Prices are in Australian dollars (AUD) and may change before acceptance. If GST-registered, prices shown include GST unless stated. Payment is due at checkout; production/dispatch starts after funds clear. Obvious pricing errors may be corrected or the order cancelled with a refund.

The logo for threadN, featuring the word "thread" in a lowercase, handwritten-style font, followed by a large, stylized capital "N".

## 7. Pre-orders

Charged at checkout; estimated fulfilment windows are indicative. Orders containing pre-order and in-stock items may be fulfilled together on the latest estimated date unless we advise otherwise.

## 8. Promotions, gift cards & credits

Promo terms apply as advertised and can't be applied retroactively or combined unless stated.

## 9. Care & use

Follow any care instructions supplied (e.g., gentle cold wash, inside-out, no bleach, cool iron on reverse). Damage from improper care or normal wear isn't a fault.

## 10. Website licence & acceptable use

We grant you a limited, revocable, non-transferable licence to use the site for its intended purpose. Do not copy, scrape, data-mine, reverse engineer, overload the site, send spam/malware, harvest personal data, harass others, or infringe IP, privacy or publicity rights.

## 11. Accounts & security (if enabled)

Keep your login details confidential and tell us promptly about unauthorised use. We may require security steps (e.g., password reset/MFA).

## 12. Service changes, availability & termination

We may modify features or suspend the site for maintenance/security. Acting reasonably, we may suspend or restrict access for breach, fraud or misuse. This does not affect orders already accepted or your ACL rights.

## 13. Intellectual property

All designs, embroideries, artwork, text, photos, logos and site content are ours or used with permission. Do not reproduce or exploit without written consent.

If you supply artwork, you warrant you have the rights and you licence us to use it to make your order and (unless you opt out in writing) to show portfolio/social proof.

## 14. User-generated content (UGC)

If you tag or submit content to us, you grant a worldwide, royalty-free licence to use, reproduce and display it for marketing. You promise you own it, and it doesn't infringe others' rights.

## 15. Privacy



We collect and use personal information to fulfil orders, provide support and (with consent) send marketing. See our Privacy Policy for details; you can opt out of marketing anytime.

## **16. Liability & indemnity (subject to ACL)**

We do not exclude your ACL rights. Where permitted and appropriate, our liability for non-excludable guarantees is limited to repair, replacement, supply of equivalent goods or paying the cost of these.

You agree to indemnify us for losses arising from infringement or misuse related to artwork/instructions you supply or your breach of these Terms.

## **17. Force majeure**

We're not liable for delays or failures caused by events beyond our control (e.g., natural disasters, pandemics, strikes, carrier failures, utility outages, government actions).

## **18. Third-party links**

Off-site links are for convenience only. We're not responsible for their content or practices—use at your own risk.

## **19. Changes to these Terms**

We may update Terms by posting the new version on our site. Changes apply from posting (or later stated date). Your continued use means acceptance. Existing accepted orders aren't affected unless required by law.

## **20. Governing law & disputes**

These Terms are governed by the laws of Western Australia, Australia. We'll try to resolve issues in good faith; you may also seek help from consumer protection bodies or small claims tribunals.

## **21. Contact**

Questions or concerns: [threadn.us@gmail.com](mailto:threadn.us@gmail.com)

Linked Policies (see website footer)

- ➔ [Shipping, Return and Refund Policy](#)
- ➔ [Privacy Policy](#)

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