



## About Our Kits and Patterns

- **What's included in each craft kit?**

Each kit contains high-quality wool felt, embroidery threads, needles, pattern pieces, and full step-by-step instructions.

Some kits also include stuffing or additional embellishments.

- **Are your materials ethically sourced?**

Yes. I use wool felt and threads from trusted suppliers who prioritise quality and responsible production.

- **Do you offer digital patterns?**

Many designs are available as instant-download PDFs, perfect for printing at home.

- **Are your patterns suitable for beginners?**

Absolutely. Most designs are beginner-friendly, with clear instructions and photos to guide you.

- **Can I buy extra materials or replacement pieces?**

Yes, just get in touch and I'll be happy to help.

## Making and Crafting

- **What tools do I need?**

Basic tools include scissors, pins, and a small embroidery hoop. Each pattern lists any additional items you may need.

- **How long does a project take?**

Most projects can be completed in an evening or over a weekend, depending on your pace.

- **Are your kits suitable for children?**

Many are suitable for supervised crafting with older children. Look for the "Family Friendly" note on product pages.

- **Do you offer video tutorials?**

Yes, you'll find helpful videos and photo guides on the blog, with more being added regularly.

- **What if I get stuck?**

You're always welcome to contact me. I'm happy to help you through any tricky steps.



## Design Inspiration and Story

- **What inspires your designs?**

My work is rooted in nature, nostalgia, and my family's handmade patterns from the 1940s.

- **Do you take custom requests?**

Occasionally, depending on workload. Feel free to ask.

- **Where can I learn more about your creative process?**

The blog is the best place to explore behind-the-scenes stories, tips, and seasonal inspiration.

## Ordering, Delivery and Returns

- **How long will my order take to arrive?**

UK orders usually arrive within 3–5 working days. International delivery times vary.

- **Do you ship internationally?**

Yes, shipping options are available at checkout.

- **How is my order packaged?**

All orders are carefully wrapped using recyclable or reusable packaging wherever possible.

- **Can I track my order?**

Tracking is available on most shipping options. You'll receive details once your order is dispatched.

- **What is your returns policy?**

Unused kits can be returned within 14 days. Digital downloads are non-refundable.

## Digital Downloads

- **How do I download my pattern?**

After purchase, you'll receive an email with a download link. You can also access your files through your account.

- **What if my download link doesn't work?**

Just contact me and I'll resend it.



## Community and Support

- **How can I contact you?**

You can reach me via the contact form on the website or by email.

- **Do you run workshops or classes?**

Occasionally. Keep an eye on the blog or social channels for announcements.

- **Where can I share my finished makes?**

I love seeing your creations. Tag @flora\_patterns on Instagram or share them via email.