

## **Terms and Conditions**

### **Agreement between User and FIDDLEHEADFINERY.COM**

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FIDDLEHEADFINERY.COM is an E-Commerce Site.

FIDDLEHEAD FINERY IS A PREMIER WOOL SUPPLIER IN THE NORTHWOODS. NEEDLE WORKING STUDIO OFFERS IN PERSON CLASSES AND EVENTS. THE ONLINE STORE OFFERS DIGITAL DOWNLOADABLE PRINTABLE TEMPLATES AND SUPPLIES AND TOOLS FOR RUG HOOKING, NEEDLE HOOKING, PATTERNS, WOOL, SWATCHES, WOOL PACKETS, FRAMES, HOOKS, WOOL APPLIQUE, PATTERNS, SWATCHES, THREADS, NEEDLES, GALLERY, AND FEATURES A BLOG.

### **Privacy**

Your use of FIDDLEHEADFINERY.COM is subject to FIDDLEHEAD FINERY OR FIDDLEHEADFINERY.COM's Privacy Policy. Please review our Privacy Policy, which also governs the Site and informs users of our data collection practices.

### **Electronic Communications**

Visiting FIDDLEHEADFINERY.COM or sending emails to FIDDLEHEAD FINERY OR FIDDLEHEADFINERY.COM constitutes electronic communications. You consent to receive electronic communications and you agree that all agreements, notices, disclosures and other communications that we provide to you electronically, via email and on the Site, satisfy any legal requirement that such communications be in writing.

### **Your Account**

If you use this site, you are responsible for maintaining the confidentiality of your account and password and for restricting access to your computer, and you agree to accept responsibility for all activities that occur under your account or password. You may not assign or otherwise transfer your account to any other person or entity. You acknowledge that FIDDLEHEAD FINERY OR FIDDLEHEADFINERY.COM is not responsible for third party access to your account that results from theft or misappropriation of your account. FIDDLEHEAD FINERY OR FIDDLEHEADFINERY.COM and its associates reserve the right to refuse or cancel service, terminate accounts, or remove or edit content in our sole discretion.

### **Children Under Thirteen**

FIDDLEHEAD FINERY OR FIDDLEHEADFINERY.COM does not knowingly collect, either

online or offline, personal information from persons under the age of thirteen. If you are under 18, you may use FIDDLEHEADFINERY.COM only with permission of a parent or guardian.

### **Cancellation/Refund Policy**

CONTACT FIDDLEHEAD FINERY RIGHT AWAY FOR ANY ISSUES WITH YOUR ONLINE ORDER. ANY RETURNS OR EXCHANGES MUST BE IN ORIGINAL PACKAGING AND UNDAMAGED. RETURNS AND EXCHANGES WILL NOT BE ACCEPTED FOR SPECIAL DISCOUNTED OR CLEARANCE ITEMS. CUSTOMER IS RESPONSIBLE FOR ANY RETURNED ITEM SHIPPING COST. REFUNDS WILL ONLY BE ISSUED UPON SUCCESSFUL RECEIPT OF RETURNED ITEM. REFUNDS OR EXCHANGES WILL NOT BE ISSUED AFTER 30 DAYS FROM DATE OF PURCHASE. EXCHANGE POLICIES ARE SUBJECT TO CHANGE WITH SEASONAL AVAILABILITY AND CURRENT INVENTORY STATUS. DIGITAL AND PRINTABLE DOWNLOADS ARE NOT ELIGIBLE FOR RETURNS OR EXCHANGES. A PRODUCT WITH UNIQUE VARIATIONS IN COLOR OR SIZE MAY NOT BE ELIGIBLE FOR RETURN OR EXCHANGE. GROUPED PRODUCTS OR COLLECTIONS MUST BE RETURNED OR EXCHANGED AS A SET.

### **Links to Third Party Sites/Third Party Services**

FIDDLEHEADFINERY.COM may contain links to other websites ("Linked Sites"). The Linked Sites are not under the control of FIDDLEHEAD FINERY OR FIDDLEHEADFINERY.COM and FIDDLEHEAD FINERY OR FIDDLEHEADFINERY.COM is not responsible for the contents of any Linked Site, including without limitation any link contained in a Linked Site, or any changes or updates to a Linked Site. FIDDLEHEAD FINERY OR FIDDLEHEADFINERY.COM is providing these links to you only as a convenience, and the inclusion of any link does not imply endorsement by FIDDLEHEAD FINERY OR FIDDLEHEADFINERY.COM of the site or any association with its operators.

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### **No Unlawful or Prohibited Use/Intellectual Property**

You are granted a non-exclusive, non-transferable, revocable license to access and use FIDDLEHEADFINERY.COM strictly in accordance with these terms of use. As a condition of your use of the Site, you warrant to FIDDLEHEAD FINERY OR FIDDLEHEADFINERY.COM that you will not use the Site for any purpose that is unlawful or prohibited by these Terms. You may not use the Site in any manner which could damage, disable, overburden, or impair the Site or interfere with any other party's use and enjoyment of the Site. You may not obtain or attempt to obtain any materials or information through any means not intentionally made available or provided for through the Site.

All content included as part of the Service, such as text, graphics, logos, images, as well as the compilation thereof, and any software used on the Site, is the property of FIDDLEHEAD FINERY OR FIDDLEHEADFINERY.COM or its suppliers and protected by copyright and other laws that protect intellectual property and proprietary rights. You agree to observe and abide by all copyright and other proprietary notices, legends or other restrictions contained in any such content and will not make any changes thereto.

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### **Use of Communication Services**

The Site may contain bulletin board services, chat areas, news groups, forums, communities, personal web pages, calendars, and/or other message or communication facilities designed to enable you to communicate with the public at large or with a group (collectively, "Communication Services"). You agree to use the Communication Services only to post, send and receive messages and material that are proper and related to the particular Communication Service.

By way of example, and not as a limitation, you agree that when using a Communication Service, you will not: defame, abuse, harass, stalk, threaten or otherwise violate the legal rights (such as rights of privacy and publicity) of others; publish, post, upload, distribute or disseminate any inappropriate, profane, defamatory, infringing, obscene, indecent or unlawful topic, name, material or information; upload files that contain software or other material protected by intellectual property laws (or by rights of privacy or publicity) unless you own or control the rights thereto or have received all necessary consents; upload files that contain viruses, corrupted files, or any other similar software or programs that may damage the operation of another's computer; advertise or offer to sell or buy any goods or services for any business purpose, unless such Communication Service specifically allows such messages; conduct or forward surveys, contests, pyramid schemes or chain letters; download any file posted by another user of a Communication Service that you know, or reasonably should know, cannot be legally distributed in such manner; falsify or delete any author attributions, legal or other proper notices or proprietary designations or labels of the origin or source of software or other material contained in a file that is uploaded; restrict or inhibit any other user from using and enjoying the Communication Services; violate any code of conduct or other guidelines which may be applicable for any particular Communication Service; harvest or otherwise collect information about others, including e-mail addresses, without their consent; violate any applicable laws or regulations.

FIDDLEHEAD FINERY OR FIDDLEHEADFINERY.COM has no obligation to monitor the Communication Services. However, FIDDLEHEAD FINERY OR FIDDLEHEADFINERY.COM reserves the right to review materials posted to a Communication Service and to remove any materials in its sole discretion. FIDDLEHEAD FINERY OR FIDDLEHEADFINERY.COM reserves the right to terminate your access to any or all of the Communication Services at any time without notice for any reason whatsoever.

FIDDLEHEAD FINERY OR FIDDLEHEADFINERY.COM reserves the right at all times to disclose any information as necessary to satisfy any applicable law, regulation, legal process or governmental request, or to edit, refuse to post or to remove any information or materials, in whole or in part, in FIDDLEHEAD FINERY OR FIDDLEHEADFINERY.COM's sole discretion.

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No compensation will be paid with respect to the use of your Submission, as provided herein. FIDDLEHEAD FINERY OR FIDDLEHEADFINERY.COM is under no obligation to post or use any Submission you may provide and may remove any Submission at any time in FIDDLEHEAD FINERY OR FIDDLEHEADFINERY.COM's sole discretion.

By posting, uploading, inputting, providing or submitting your Submission you warrant and represent that you own or otherwise control all of the rights to your Submission as described in this section including, without limitation, all the rights necessary for you to provide, post, upload, input or submit the Submissions.

### **Third Party Accounts**

You will be able to connect your FIDDLEHEAD FINERY OR FIDDLEHEADFINERY.COM account to third party accounts. By connecting your FIDDLEHEAD FINERY OR FIDDLEHEADFINERY.COM account to your third party account, you acknowledge and agree that you are consenting to the continuous release of information about you to others (in accordance with your privacy settings on those third party sites). If you do not want information about you to be shared in this manner, do not use this feature.

### **International Users**

The Service is controlled, operated and administered by FIDDLEHEAD FINERY OR FIDDLEHEADFINERY.COM from our offices within the USA. If you access the Service from a location outside the USA, you are responsible for compliance with all local laws. You agree that you will not use the FIDDLEHEAD FINERY OR FIDDLEHEADFINERY.COM Content accessed through FIDDLEHEADFINERY.COM in any country or in any manner prohibited by any applicable laws, restrictions or regulations.

### **Indemnification**

You agree to indemnify, defend and hold harmless FIDDLEHEAD FINERY OR FIDDLEHEADFINERY.COM, its officers, directors, employees, agents and third parties, for any losses, costs, liabilities and expenses (including reasonable attorney's fees) relating to or arising out of your use of or inability to use the Site or services, any user postings made by you, your violation of any terms of this Agreement or your violation of any rights of a third party, or your violation of any applicable laws, rules or regulations. FIDDLEHEAD FINERY OR FIDDLEHEADFINERY.COM reserves the right, at its own cost, to assume the exclusive defense and control of any matter otherwise subject to indemnification by you, in which event you will fully cooperate with FIDDLEHEAD FINERY OR FIDDLEHEADFINERY.COM in asserting any available defenses.

### **Arbitration**

In the event the parties are not able to resolve any dispute between them arising out of or concerning these Terms and Conditions, or any provisions hereof, whether in contract, tort, or otherwise at law or in equity for damages or any other relief, then such dispute shall be resolved only by final and binding arbitration pursuant to the Federal Arbitration Act, conducted by a single neutral arbitrator and administered by the American Arbitration Association, or a similar arbitration service selected by the parties, in a location mutually agreed upon by the parties. The arbitrator's award shall be final, and judgment may be entered upon it in any court having jurisdiction. In the event that any legal or equitable action, proceeding or arbitration arises out of or concerns these Terms and Conditions, the prevailing party shall be entitled to recover its costs and reasonable attorney's fees. The parties agree to arbitrate all disputes and claims in regards to these Terms and Conditions or any disputes arising as a result of these Terms and Conditions, whether directly or

indirectly, including Tort claims that are a result of these Terms and Conditions. The parties agree that the Federal Arbitration Act governs the interpretation and enforcement of this provision. The entire dispute, including the scope and enforceability of this arbitration provision shall be determined by the Arbitrator. This arbitration provision shall survive the termination of these Terms and Conditions.

### **Class Action Waiver**

Any arbitration under these Terms and Conditions will take place on an individual basis; class arbitrations and class/representative/collective actions are not permitted. THE PARTIES AGREE THAT A PARTY MAY BRING CLAIMS AGAINST THE OTHER ONLY IN EACH'S INDIVIDUAL CAPACITY, AND NOT AS A PLAINTIFF OR CLASS MEMBER IN ANY PUTATIVE CLASS, COLLECTIVE AND/ OR REPRESENTATIVE PROCEEDING, SUCH AS IN THE FORM OF A PRIVATE ATTORNEY GENERAL ACTION AGAINST THE OTHER. Further, unless both you and FIDDLEHEAD FINERY OR FIDDLEHEADFINERY.COM agree otherwise, the arbitrator may not consolidate more than one person's claims, and may not otherwise preside over any form of a representative or class proceeding.

### **Liability Disclaimer**

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### **Termination/Access Restriction**

FIDDLEHEAD FINERY OR FIDDLEHEADFINERY.COM reserves the right, in its sole discretion, to terminate your access to the Site and the related services or any portion thereof at any time, without notice. To the maximum extent permitted by law, this agreement is governed by the laws of the State of Wisconsin and you hereby consent to the exclusive jurisdiction and venue of courts in Wisconsin in all disputes arising out of or relating to the use of the Site. Use of the Site is unauthorized in any jurisdiction that does not give effect to all provisions of these Terms, including, without limitation, this section.

You agree that no joint venture, partnership, employment, or agency relationship exists between you and FIDDLEHEAD FINERY OR FIDDLEHEADFINERY.COM as a result of this agreement or use of the Site. FIDDLEHEAD FINERY OR FIDDLEHEADFINERY.COM's performance of this agreement is subject to existing laws and legal process, and nothing contained in this agreement is in derogation of FIDDLEHEAD FINERY OR FIDDLEHEADFINERY.COM's right to comply with governmental, court and law enforcement requests or requirements relating to your use of the Site or information provided to or gathered by FIDDLEHEAD FINERY OR FIDDLEHEADFINERY.COM with respect to such use. If any part of this agreement is determined to be invalid or unenforceable pursuant to applicable law including, but not limited to, the warranty disclaimers and liability limitations set forth above, then the invalid or unenforceable provision will be deemed superseded by a valid, enforceable provision that most closely matches the intent of the original provision and the remainder of the agreement shall continue in effect.

Unless otherwise specified herein, this agreement constitutes the entire agreement between the user and FIDDLEHEAD FINERY OR FIDDLEHEADFINERY.COM with respect to the Site and it supersedes all prior or contemporaneous communications and proposals, whether electronic, oral or written, between the user and FIDDLEHEAD FINERY OR FIDDLEHEADFINERY.COM with respect to the Site. A printed version of this agreement and of any notice given in electronic form shall be admissible in judicial or administrative proceedings based upon or relating to this agreement to the same extent and subject to the same conditions as other business documents and

records originally generated and maintained in printed form. It is the express wish to the parties that this agreement and all related documents be written in English.

### **Changes to Terms**

FIDDLEHEAD FINERY OR FIDDLEHEADFINERY.COM reserves the right, in its sole discretion, to change the Terms under which FIDDLEHEADFINERY.COM is offered. The most current version of the Terms will supersede all previous versions. FIDDLEHEAD FINERY OR FIDDLEHEADFINERY.COM encourages you to periodically review the Terms to stay informed of our updates.

### **Contact Us**

FIDDLEHEAD FINERY OR FIDDLEHEADFINERY.COM welcomes your questions or comments regarding the Terms:

FIDDLEHEAD FINERY AND FIDDLEHEADFINERY.COM  
5869 RIVER RD  
EAGLE RIVER, Wisconsin 54521

Email Address:

LEGAL@FIDDLEHEADFINERY.COM

Telephone number:

715-477-2864

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