

SUBSCRIPTION TERMS

Last Updated: June 9, 2026

These Subscription Terms ("Terms") govern the purchase and use of a Dear Stitcher subscription. By purchasing, enrolling in, or using a Dear Stitcher subscription, you agree to these Terms.

YOUR SUBSCRIPTION

A Dear Stitcher subscription includes recurring shipments of project kits and related materials ("Subscription Materials"). Your subscription begins when your initial payment is successfully processed.

You may manage your subscription through your account, including updating payment information, changing your shipping address, and canceling your subscription.

SHIPPING AND DELIVERY

Subscription shipments are generally mailed on a recurring monthly basis.

We may ship using USPS or another carrier of our choosing. Tracking information may not be available for all shipments.

We will notify you when your shipment has been mailed.

Delivery times are estimates only and may vary based on postal service performance, weather conditions, holidays, destination, or other circumstances outside of our control.

If your shipment is damaged or does not arrive within fourteen (14) days after shipment notification, please contact us at support@dearstitcher.com.

If a shipment is confirmed to be lost or arrives damaged, we may offer a replacement, substitute, account credit, or another reasonable remedy at our discretion.

PRICING, BILLING, AND AUTOMATIC RENEWAL

Current subscription plans, pricing, promotions, and billing terms are displayed on the Website and at checkout.

By subscribing, you authorize Dear Stitcher and its payment processors to charge your selected payment method for applicable subscription fees, taxes, shipping charges, and any other authorized charges associated with your subscription.

Depending on the plan selected, your subscription may renew monthly, annually, or on another recurring basis as disclosed at checkout.

Your subscription will automatically renew unless canceled before the applicable renewal date.

If a payment cannot be processed, we may retry the charge, delay shipment, suspend access to subscription benefits, or cancel the subscription.

We may update pricing, subscription plans, or billing terms from time to time. Any changes will apply prospectively and will be communicated as required by applicable law.

CANCELLATIONS

You may cancel your subscription at any time through your account or by contacting support.

Cancellation will take effect in accordance with the subscription plan and billing terms disclosed at checkout.

If you cancel, you will continue to receive any shipments that have already been paid for, unless otherwise stated at checkout.

To avoid renewal charges, you must cancel before your next renewal date.

REFUNDS

Except where required by applicable law, subscription fees are non-refundable.

We do not provide refunds for partially used billing periods, skipped shipments, unused subscription benefits, or cancellations made after a renewal charge has been processed.

Nothing in these Terms limits any rights you may have under applicable consumer protection laws.

CHANGES TO THESE TERMS

We may update these Subscription Terms from time to time. Updated Terms become effective when posted on the Website unless otherwise stated.

Your continued use of the subscription after updated Terms become effective constitutes acceptance of those changes.

CONTACT US

If you have questions about your subscription, please contact us at support@dearstitcher.com.