

If you encounter an issue with a Twist Collective purchase (such as, an expired link, lost pattern(s), download problem, etc.), please email sales AT twistcollective DOT com. If you paid by PayPal, it is helpful if you include the email address associated with your PayPal account. For quicker service, we request that you contact us directly instead of PayPal or your credit card company.

The best method of contacting us is by email: [sales@twistcollective.com](mailto:sales@twistcollective.com)

Phone: 585-703-4399 (Monday - Friday, 9 AM - 4 PM Eastern Standard Time)

**Mailing address:**

Twist Collective LLC  
c/o Gilbert  
696 Hightower Way  
Webster, NY 14580

Twist Collective patterns are published only in English. Twist Collective patterns are copyrighted and are for personal use only. Please note that due to the nature of PDF downloads, all sales are final. If you have questions about this policy or Twist Collective, please contact us at [sales@twistcollective.com](mailto:sales@twistcollective.com) for clarification. We sincerely appreciate your business.

If you ordered a pattern and did not receive an email with the download information:

- The email will be sent to the email address associated with your PayPal account.
- If you paid by echeck it will be sent automatically when the payment has cleared (which can be several days).
- If you didn't pay by echeck and you have checked the email connected to your PayPal account, it's possible that a spambot ate the download email. Please email [sales@twistcollective.com](mailto:sales@twistcollective.com); we will correct the situation as quickly as possible.