

Cross Stitch Arts - FAQ

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Do you offer a refund for download charts or printed charts?

If a chart (printed or download) is found to be faulty in any way, we promise to replace it, like for like. However, due to the potential to copy our material we do not offer a monetary refund. If you experience a problem with printing a chart for yourself you can upgrade to the printed option for just the cost of the printing and postage so please contact us via: support@crossstitcharts.co.uk for assistance. If you have any concerns about being able to download and print a chart from us, please try the free chart beforehand.

I live outside of the UK; can I still purchase your charts?

Yes! We can accept orders from anywhere in the world via PayPal's secure payment system. It doesn't matter where in the world you are, your charts will be made available for you to view, download and print just the same. Our charts are priced in British Pounds Sterling (GBP), if you would like to see how much a chart costs in another currency, please click on the flag of your home country to convert all prices to your currency.

Do I need a PayPal account to purchase charts online from you?

Absolutely not! You don't need a PayPal account to shop with us, just a valid credit or debit card to use with the PayPal secure payments system. However, if you do have a PayPal account, it will make it slightly quicker to check out. Alternatively, you can choose to phone us with your order; telephone 0845 0942 968 (Monday to Friday, 10am to 4pm).

In what format are the charts provided?

We provide charts as PDF files in order to make them universally acceptable. A PDF (Portable Document Format) is an electronic document that can be read with the free to install Adobe Acrobat Reader program. If you don't already have the Adobe Acrobat Reader software, you can obtain it from [here](#) right now.

How do I access my charts once I have purchased them?

Once payment has been confirmed you will be sent an email confirming your order containing the link to instantly access and download your chart. You can save your chart to your computer to view and print at your leisure. If you experience any problems accessing your file, please contact us at: support@crossstitcharts.co.uk for assistance.

How do I know that the chart quality will be good enough to view and work from?

We have tried and tested many different ways to make our charts available in an easy to use format, small enough to download, yet of a high enough quality to print and work from. You can assess the quality of our charts for yourself, by downloading our free chart before you buy.

I am new to Cross-stitch, how will I know if a design will be suitable for me?

Each design is rated according to the skill level required to stitch it.

'Easy' contains no or very few fractional or special stitches.

'Medium' has a moderate amount of fractional or special stitches.

'Experienced' or 'Advanced' makes more complicated use of fractional or special stitches throughout the design for maximum detail. Beginners wanting to tackle more advanced designs can download our own **illustrated stitch tutorial** which will teach the stitches required in our designs.

Can I try a sample of your charts?

Yes, simply download our sample free chart, located on the bottom of our home page. This design features some fractional and backstitches and is rated at an easy to medium level although it should be within the skill level of a beginner with the use of our **stitch tutorial**.

Do you offer any information about thread quantities?

The Pattern information for each chart offers a guide to the minimum amount of thread you would be expected to use. However, this guide doesn't account for individual stitching tension, neatness and wastage from colour changes. We recommend allowing approximately 20-30% extra for such wastage depending on your stitching style.

Do you provide any stitch instructions with your charts?

To keep file sizes down, we provide separate basic information in our stitch tutorial which can be downloaded **here**. Additional information applicable to each specific design will be provided in the pdf file.

Your charts are stitched in Anchor thread; can you provide the relevant DMC conversion?

We don't provide conversions for each individual chart; however, you can download an Anchor to DMC conversion sheet from our site.

What is included with the Charts you provide?

All charts are laid out over 1 or more A4 pages to suit the majority of domestic printers, with a separate key and pattern information page containing a guide to the approx quantities of threads used. The charts are mostly black and white symbol charts although there may be a few full colour charts, overlaid with black symbols remaining. These are being phased out by request in favour of the black and white symbol charts.