

Woolly Wormhead

Frequently asked questions – PDF's & downloadable patterns

1) I'm interested in your patterns, but would like to know what a PDF is?

A PDF is a 'portable document file' and is one of the only file types supported by all computer platforms. To be able to read these files you will need Adobe Acrobat Reader or a similar PDF reading software. Adobe Acrobat can be downloaded free from [here](#).

2) How can I get a paper copy of your patterns - do you sell them?

No, you will not find paper or printed versions of my patterns available for sale here. By producing the patterns as PDF files, I can cut back on paper wastage, printing costs and shipping time, passing on the savings in time and cost to my customers. If you want a paper version, simply buy the relevant PDF pattern, download and print from any printer - instant gratification!

3) I've bought the pattern, paid with PayPal - what happens next?

Immediately after payment, you will be given the option of downloading the patterns with the relevant links. Customers new to this service can miss this, but don't panic! You will also be sent an email confirmation of your order which contains the links for downloading.

4) I haven't received the email with the download links.

If you have not received this email within 30 minutes of purchase, it is likely it has ended up in your bulk, spam or junk folder, so please check these before contacting me. Every customer service enquiry I have received about lost or undelivered patterns results in finding the email in a junk folder! I use an automated service for pattern delivery, so your email will be sent. Downloads can sometimes be blocked by firewalls - this can happen if a customer is purchasing from a works' computer.

5) I have the download links, but it isn't working.

This will most likely be because your firewall settings on your computer will be blocking access. Invariably this happens on a networked computer (e.g. work station) where you cannot change the firewall settings easily. However try again downloading from your home computer and the problem should be resolved. If you have had trouble with any download, it is often a good idea to refresh pages & links, or try again after a short time. Occasionally the external hosts' server experiences a short glitch, so again try again after a short time.

6) My download link tells me it has expired - what has happened?

The download link for your pattern(s) will have an expiration time, indicated in the download email. This is set to avoid excess downloading and file sharing, to protect copyright. If you have problems downloading and still have not succeeded, you will need to email me for the link to be reactivated - this information will be given when your link has expired. However, I will hesitate to reactivate the link if an unreasonable period of time has passed since purchase. It is best to download as soon as possible and save the file to avoid any problems. Most of the patterns are relatively small in size and will download quickly, but E-books are much larger and time will need to be allowed for them to download successfully.

7) I'm new to computers, how do I open/print the file?

As you follow the download links, you will be asked to either open or save the file. I

recommend that you click the 'open file' option. The pattern will then appear on your monitor. From there, click the save option in the 'File' submenu and remember where you have saved the pattern so you can find it again! You can also print the pattern directly. If you click the 'save file' option, the file is likely to be saved on your desktop if you are not given the option to save to an area of your choice. When you want to open a saved PDF pattern file, just double click on it's icon and it will automatically open with the Adobe software. If the file doesn't open and you receive an error message, you may need to download the Adobe software - follow the link from Q1 above.

8) I'm having trouble reading/printing the file - what should I do?

If you can open the file but are having trouble reading it - words and/or images missing or illegible - then you might want to check that you are using the current version of Adobe PDF software. Occasionally the contents of a PDF are 'translated' incorrectly if a software is out of date and not compatible with the the software that wrote the file. If you can open or read the file happily but are having trouble printing then you will need to check your printer settings. Whether it be a lack of ink or the wrong page size, problems with printing are usually local and specific to an individual printer. Patterns are scaled to either US letter size (21.59 x 27.94 cm) or A4 size (21 x 29.7 cm), however the margins on each will allow either paper setting for printing. If you cannot open the file at all then please contact me directly using the contact form. File corruption is rare but happens occasionally. I can investigate the reason, renew the file then send out a fresh download link to you as necessary.

9) Is there a way to make the PDF read more like a book on the monitor?

Yes, there is! If you are using Adobe Acrobat, click on 'View' in the menu bar, and then select 'Page Display'. From there you can opt to read the pages two at a time, which will make the E-book feel more like reading a book.

10) What is the best way to save the file?

When you open the file, the pattern will then appear on your monitor. From there, click the save option in the 'File' submenu. You are advised to make a back-up copy of your pattern file, incase of loss or corruption - external hard-drives or CD-roms are a good way to do this, provided they are for your own personal use. Do remember that the download link expires after a couple of days, so save your file straight away.

11) Can I print as many copies as I like of the pattern?

You may, provided they are for your own personal use. The same applies to the file itself - save copies if you need to but do not share the file with anyone else. All of the patterns are covered by copyright, and to share the pattern either in file or printed form would be a breach of copyright law. You can however share the free patterns provided credit is given for the design & source.

12) I'm interested in using one of your designs for sales - how do I go about this?

Please read the 'Legal' page under the 'Information' section.