



# YARN HOLLOW

## WHOLESALE INFORMATION AND TERMS

### Information:

Yarn Hollow provides unique and colorful yarns and fibers of the highest quality. We want your shop to have an excellent experience selling and working with Yarn Hollow. Your customer's satisfaction is very important to us. Please refer to these terms and guidelines when placing an order. As always, we aim to please, so do not hesitate to contact us with questions. We want you to *love* working with us!

### Ordering:

Yarn Hollow's sales representative is **Andrea Marquis of Yarn Superhero**. She can assist your shop in ordering yarns and fibers that will excite your customers, and can help you plan events and launches to generate excitement and buzz. She is a critical component to adding Yarn Hollow to your shop successfully. She will work with you to develop a customized sales strategy that makes sense for you and your customers and will provide ongoing sales and marketing support – something that isn't offered everywhere! Please contact her for ordering and questions: 412-303-4409 or [andrea@yarnsuperhero.com](mailto:andrea@yarnsuperhero.com)

### Minimums:

The initial order minimum is \$1,000.00; this minimum first order can be split into two deliveries that you schedule, to help with your cash flow. Reorder minimums are \$400.00.

### Delivery:

It is our goal to deliver your yarns and fibers in a timely manner. Once an order is placed, we will contact you with an estimated delivery time. If the delivery time changes, we will contact you as well with adjusted time frames. Our goal is to deliver all yarn and fibers within 6 to 8 weeks or less of your order.

### Payment:

A deposit of 50% of the order amount is due at the time of the order. Payment is due when the order is complete and ready to ship. Once the shipping charges are known, someone from Yarn Hollow will call with the final amount of the order. Payment can be made via credit card and the payment information can be stored securely for use with later orders and deposits. If you would prefer to pay via check, please let us know and we will be happy to accommodate you! Once payment is received, we will ship the order.

If for some reason payment is not received at the time of delivery, a 3% charge will be added to the invoice for every 30 days past the ship date.

If after 30 days from order completion payment has not been received, the order will be charged to the credit card on file and shipped to the store.

## Product Launch Trunk Shows:

Yarn Hollow is happy to provide a trunk show to help launch the yarn and fiber at your shop. Please contact us for more information and availability. We offer a wide variety of packages and garments for display – let us know how we can help!

## Sales Trunk Shows and Other Events:

Yarn Hollow is also happy to help arrange a sales trunk show or other special event for existing customers in good standing. A \$500.00 commitment is required for a trunk show sales event. Please contact us for scheduling and other information. Sales Trunk Show policies can be found on the Yarn Hollow website.

## Exclusivity

We are happy to offer geographic exclusivity for Yarn Hollow products for shops that make meaningful retail commitments to the brand – we want to keep this yarn special for our retail partners! Please call us to discuss how we can make this work for you!

## Special Orders

We are happy to honor your customer's special order requests. Call or email us to discuss their needs. That being said, it is not possible to match a yarn and color combination with one that was purchased previously. We dye yarn and fiber in small batches, most likely just the yarn and fiber for your shop at one time! Dye lots can and will differ over time. Please assist your customers in choosing a sufficient amount of yarn at the time of purchase! Special Orders are subject to reorder minimums.

## Returns

If for any reason a customer is dissatisfied with their Yarn Hollow purchase, please let us know. We are happy to replace the item. If the customer would like the product replaced, please send the original item back to us; once the item is received, we will replace it and return it to you at no charge. Returns are accepted within 60 days of original sale.

## Shop Listing on Our Website

As a courtesy to shops and for customer convenience, we will list your shop and the yarn and/or fiber you ordered on our website if you have placed a wholesale order within the previous 12 months.

## Yarn Support

If you are a designer, book author, or instructor who is looking for yarn and/or fiber for your pattern, book, or class, please contact us – we'd love to help! We are always on the lookout for new and interesting projects; we'd love to provide yarn or fiber for you!

## Studio and Retail

Yarn Hollow works out of a small studio in Grandville, MI. We occasionally host small events that are open to the fiber arts community, such as a fiber arts gathering in the spring, and a Winter Holiday Open House in December. Our intention with these gatherings is to have fun, community, and fellowship with fiber artists. These events are open to all and there is no obligation of purchase.

We will also be hosting classes at the studio in various methods of dyeing, weaving, and spinning. If your shop would like to visit to have an instructional class, please contact Rita for more information.

The Yarn Hollow team participates in a few retail fiber festivals throughout the Midwest during the year. We feel that our attendance at these shows is critical in generating buzz about new products and lines that aren't as widely distributed, such as our vast array of fiber choices. We want this buzz to carry over to shops, and so will follow up with local shops that customers tell us are their favorites to see if they would like to carry Yarn Hollow products. Attendance at these festivals also helps us see what's new and interesting in the fiber arts world, and to find new and exciting sources for our raw materials.

Additionally, we will continue to use online retail sales opportunities (such as etsy or a website shopping cart) to sell seconds and clearance fibers and yarns, and to distribute special merchandise such as kits produced in conjunction with book authors or designers or limited edition fiber clubs. It is not our intention to undersell the shops with which we work – you are our primary sales outlet. Direct retail sales is a small part of the overall picture.

Wholesale terms, conditions, and pricing subject to change without notice. Please check the Yarn Hollow website for the latest information: [www.yarnhollow.com](http://www.yarnhollow.com)