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Wholesale Information and Policies

We are delighted that you are interested in placing a wholesale order with SpaceCadet®! Because each order is custom dyed for you by hand, we've designed our policies to ensure we can provide the best possible yarns for your customers together with the best possible customer satisfaction for you.



Our Full Collection Online: The best way to see our wholesale range in fabulous technicolour is at <https://spacecadetyarn.com/wholesale-information>, using the password MoonAndStars (or use your phone's camera to scan the code at left).

Minimum Order: Our minimum opening order requirement is \$450, with a minimum of only \$295 for repeat customers. To dye your yarn as quickly as possible, we ask that yarns be ordered in at least 6 skeins per colourway, but that can consist of a mix of yarn types within one colourway.

Colourways: Our most up-to-date colourway collection can be found on our wholesale page (in the Full Range section). Be sure to also check out our Special Colour Collections for more options, as well as our Wholesale Packs for the easiest way to find coordinated colours. Please note colourways come out decidedly softer on Maia, Thebe, and Capella. **Important notes:** All hand-dyed yarns can vary between and within dyelots. Please be aware that our photos are as accurate as possible, but the colours you see also depend on your computer monitor's settings and we cannot be responsible for the colour accuracy of your computer or monitor.

Leadtime: Each order is individually custom dyed and is shipped within approximately four to six weeks of receipt of deposit (payment fully cleared). We endeavour to get your yarn to you as quickly as possible and, should any delays occur, we will keep you updated.

Shipping: Your order will be sent by USPS Priority Mail, FedEx, or UPS (if you have a preferred carrier, please let us know), and shipping is charged at cost, plus \$5 handling per box.

Payment, Returns, and Cancellations: Because each order is custom-dyed, a 50% deposit is required at the time the order is placed, which is non-refundable once dyeing has begun. Once you place your order, we will email instructions with a link to our shop, where you can pay by credit card (Mastercard, Visa, American Express) or PayPal. If you prefer to pay by check, just let us know. Final balance is due when the order is ready to ship. If paid by check, orders will be processed and/or shipped once payment has cleared. If you need to change or cancel an order, **please do contact us as soon as possible**. Returns are accepted for faulty merchandise only, within 14 days of arrival of the order, and return requests must be submitted in writing by email. We reserve the right to refuse an order or terminate any wholesale account at any time at our discretion. All products and prices are subject to change at any time.

Confidentiality: In purchasing from SpaceCadet®, you agree to keep all wholesale pricing, terms and conditions confidential. Wholesale pricing, terms and conditions should not be published or discussed with other parties under any circumstance.

Placing an order is easy! Fill out an order form and email it to us at missioncontrol@spacecadetyarn.com (you can attach it or just email a photo of it) or phone us at 412-206-9768 to place your order. We look forward to hearing from you!

Most of all, it is important to us that we dye yarns that make your customers happy and that we create a great working relationship to build both our businesses. If you have any special requests, ideas you'd like to discuss, or questions to ask, please get in contact with us!