



Pan Fran Knit Co. Wholesale Information & Terms

Information:

Pan Fran Knit Co. offers a variety of hand made goods, including but not limited to dyed yarn, woven goods such as scarves and tapestries, and crocheted home decor items, all created by hand. You and your customer's satisfaction are very important to us. Please refer to these terms and guidelines when placing an order.

One of Pan Fran Knit Co.'s key values is creating awesome relationships with the people we work with, so feel free to drop a line or ask ANY and ALL questions. I want YOU to have a good experience working with Pan Fran Knit Co.

Contact:

Pan Fran Knit Co : Becky Smith
becky@panfranknitco.com
(678) 643-4972
107 Colt Ct
Nashville, TN 37221

Ordering:

Pan Fran Knit Co's CEO/Fiber Artist is Becky Anne Smith. I can assist you in ordering yarns, fibers, and other items. I am available to discuss, plan, and partner with you to scope out and customize how to achieve a successful launch.

Minimums:

We require a 20 skein minimum order; colorways are determined by the customer. Wholesale orders are dyed to order. 5 skeins are our dyelot size; all orders over 20 skeins will be in increments of 5.

Delivery:

It is my goal to deliver your yarns, fibers, handmade items, etc. in a timely fashion. 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 deliver all yarn and fibers within 6 to 8 weeks or less depending on the size of your order.

Payment:

A deposit of 50% of the order amount is due when your order is placed. The remainder of payment is due when the order is complete and ready to ship. Once the shipping charges are known, an invoice will be sent via email with the total remainder. Two invoices will be sent, one for the deposit and one for the remainder & shipping. Payment is accepted in the following formats:

- Check (Preferred with 2.8% discount)
- Credit Card via Stripe or Paypal
- Venmo

Please let Becky know what method of payment is preferred when your order is placed.

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

Pricing:

Wholesale pricing is a 40% discount from Retail price. Trunk Show Pricing is 30% of the day's sales back to the host, PFKC will remit sales tax. Sales tax is calculated separately at time of invoicing; if you wish to use a wholesale sales tax exemption a commitment to ordering \$1,000 or more is required. Tennessee Sales Tax is 9.25% and will be charged on all tax exempt orders.

Product Launch Trunk Shows / Sales Trunk Shows / Special Events:

Pan Fran Knit Co is happy to provide a trunk show to help launch our products at your shop. Please contact becky@panfranknitco.com for more information and availability.

Shipping:

Shipping will be via USPS unless otherwise specified by the customer. Nashville local orders will be delivered in person free of charge unless shipping is preferred. If you would like a shipping quote, we are happy to assist with calculating cost prior to shipment.

Exclusivity:

We are happy to offer geographic exclusivity for Pan Fran Knit Co products for local shops and shops that make meaningful retail commitments to the brand - we want to keep this yarn special for our retail partners! Please contact Becky to discuss how we can make this work for you!

Special Orders:

Pan Fran Knit Co is happy to honor special requests from your customers and your store within the best of our ability. It can be difficult to perfectly replicate certain colors or dye lots due to the handmade nature of our yarn, the yarn may have slight variations from the original. Please assist your customers in purchasing an adequate amount of yarn for their project at time of original purchase.

Returns:

If for some reason a customer is dissatisfied with their Pan Fran Knit Co 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. Returns are accepted within 30 days of the original sale.

Shop Listing on Our Website:

As a courtesy to shops and for customer convenience, we will list your shop and/or the fiber you ordered on our website if you 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 would love to see how you use Pan Fran Knit Co yarn and we'd love to provide yarn or fiber for you.

Feedback:

I would like to learn from your experience working with Pan Fran Knit Co in order to improve for future orders and collaborations with you as well as with other companies. Please feel free to provide honest feedback about how your experience working with me is going / went so I can adjust to suite your needs.

Thank you for considering Pan Fran Knit Co for your wholesale needs! 💕

