

Butler's Country Knit Shop

NEWSLETTER January 2004

A Little Discussion About Returns

In the yarn business return of merchandise is a somewhat of a different problem. For that reason we have different policies than seen in other stores, and it deserves to be clarified.

Some merchants are very liberal with their return policy, accepting almost everything. For a number of very good reasons, that doesn't work in the knitting shop. Here's some of the reasons:

1. Most patterns, books and magazines are copyrighted. The pattern designers work hard to make a living and they deserve to get the money for their product. While we haven't had this experience, we've heard of a few who would buy a pattern, make photocopies of it, and return it for credit or cash. That just wouldn't be fair to the designers or the knit shop folks who also are making a living selling patterns.
2. Needles. Oh yes, needles. In the case of defective manufacture or failure of materials to be as represented, of course they will be accepted for return. But, like the scenario above, we've heard of a few who want to knit something they don't normally work on, and the work requires needles they don't have. These unusual few will purchase a set of needles, knit the project and then return the needles!
3. It's been almost traditional to buy more than enough yarn to finish something and then return the excess. Today's yarn business is different (it's not your grandmother's yarn, anymore) because of the vast number of novelty yarns and the huge number of spinning mills rising up and fading away.

A couple of things can happen that make trouble for the yarn shop. For one thing, yarns on the shelf today can be discontinued very quickly. If a customer keeps the yarn for, say, two months and then brings it back, it may already be obsolete, and what's a poor merchant to do with it? It would have to be sold at a loss or thrown away.

Another problem arising from return of yarn has to do with it *being resalable*. If it's missing any labeling or packaging, it can no longer be represented as new stock. That includes barcode labels, fiber content notices, yardage quotations, and any covering such as a plastic bag of stretch wrap.

Condition of the yarn is another thing. Does the knitter or someone in the house smoke? The yarn may smell like smoke and, believe it or not, many other knitters would not accept such yarn for their own projects. We know of a case where a yarn shop owner ruined her own merchandise by smoking heavily in the shop.

So What's OUR Policy?

We accept yarn returns *for credit only* if:

1. It is as sold, in every respect.
2. If accompanied by the original sales receipt.
3. Within 30 days.

We don't take back *anything else* unless there is an issue of defective manufacture. We view these issues with great seriousness because it can mean the difference between staying in business and failing.

We want to continue helping our knitters to find the world's nicest yarns and knitting equipment. We hope you want that, too.

The Beat Goes On!

As most of you know, the knitting season doesn't end in December, it keeps on going until it gets too hot to knit! In keeping with that, Marge will resume teaching in January beginning with felted purses.

It's sure to be a lot of fun, but you need to call or eMail to register because of limited space. Marge will let you know what materials you'll need.