



Policies

Isis Fibre Arts is a small, one woman business. I work hard at making a beautiful product, and take great pride in the results. I dye all the yarn by hand in small batches and every skein is a labor of love. As with all hand dyed yarn, there are slight variations between skeins, even in the same dye batch. This makes them unique and beautiful, and every stitch exciting! Please note that despite every effort to take great pictures that accurately show yarn colours, actual shades may vary due to differences in monitor settings.

Please try to purchase enough yarn at one time to complete your project. While there are no numbered dye lots, I fill orders for multiple skeins from the same dye batch. If you are worried about a possible colour shift in your project, I recommend alternating between skeins every couple of rows or so.

Shipping

All orders are shipped via Canada Post. Within Canada we use Expedited Parcel, which will have a tracking number that Canada Post will email to you when the parcel ships. For international orders we use Small Packet Mail – Air or Ground, or Expedited Parcel, which keeps the cost down but does not come with a tracking number. Delivery times within Canada are usually 2-5 business days. International orders usually take 6-10 business days for Air, and between 3 weeks and 16 weeks for Ground, depending on what country the parcel is going to.

The shipping prices on the site are for the cheapest option, however if you are located outside of North America, and you would like your package sooner, please add a note onto your order and I will let you know what the additional cost would be for International Airmail; then you can decide which option you would prefer.

Returns

If you are not satisfied with your order, yarn in original condition (original skein) may be returned for a refund or exchange. Shipping costs to return merchandise are the responsibility of the purchaser. While yarn that has been wound into a ball or knitted/crocheted with is not usually returnable, please contact me if you are having problems working with my yarn, and I'll do my best to resolve any issues.

Privacy

We take your privacy very seriously. www.isisfibrearts.com is a secure, encrypted website and we never store your credit card information. We also do not share any personal information provided by you; your information is only used by Isis Fibre Arts and our payment processor.