



# WHAT IS A BACKORDER?

A backorder is when you've requested a product that's not in stock at the moment, but we expect to get it back in stock soon.

Every backorder is saved in our system, so we'll know to reorder it.

Once we receive product, we fill all the backorders first before putting it out on our shelves or up on the website. You're automatically first in line for it, so you can relax!

We don't charge you for your backordered items until they're actually shipped out to you.

On regular stock items, you can order a higher quantity than we currently have available. Yarns listed as backordered can still be added to your shopping cart. Just select the quantity you need and we'll send it to you as soon as it arrives. Also, if we only have 5 skeins in stock, but you need 7, feel free to place your order for all 7 skeins. We'll backorder the yarn, and send you the full 7 skeins when the backorder comes in.

Most backorders take an average of 2 - 3 weeks to get in stock, but timelines can vary based on manufacturer, shipping methods, customs and availability. Feel free to contact customer service at [customerservice@yarn.com](mailto:customerservice@yarn.com) if you have any questions about your backorder.

On rare occasions, a product we expect to be able to reorder is no longer available. We try our best to find new sources to fill your backorder as quickly as possible. But if it's nowhere to be found, we'll contact you by email or phone to let you know, and we'll be happy to help you make any substitutions or changes to your order.