

WEBSITE GUIDE

Welcome to the new Texere Yarns website. In order to help you find exactly what you are looking for here are some hints and tips to guide you to that perfect product.

On the whole you do not need an account to shop with Texere Yarns, but residents of countries outside the EU do. Please see “Do I need an account” in our FAQs or click on the flags icon on the home page.

DIFFERENT TYPES OF PRODUCTS

The yarns and products on our website fall into the following three categories:

Regular Yarns – These are repeatable stock and branded yarns, available for as long as our suppliers produce them (dye lots may vary over time).

Special Purchase – Stock and branded lines where limited amounts are available. Many of these lines are unrepeatable and are marked with 🌟. Please make sure you order sufficient quantities to complete your project, because when these yarns have sold out, they cannot be repeated.

Sale Clearance – Guaranteed to be unrepeatable! All clearance yarns have been dramatically reduced in price to reflect their position (dye lots may vary within batches).

NAVIGATING

You can search for products in two different ways, by either using the “Shop sections” or the “Search” box. Using the “Shop sections” lets you choose the type of yarn by Fibre, Craft or Brand, with extra Knitting Yarns, Books & Patterns and Special Offers sections.

So if you are looking for wool tops for felting for example click on 1) “Shop by Craft”, 2) “Feltmaking”, 3) “Feltmaking Fibres”, 4) “Wool Fibres”. If you want a cotton yarn, choose 1) “Shop by Fibre”, 2) “Cotton”, 3) “Cotton Yarns” etc. If you are a knitter (or crocheter) and know you want a 4ply yarn, but don’t know which brand to choose simply click on 1) “Knitting Yarns”, 2) “Knitting Yarns by Thickness”, 3) “4ply Knitting Yarn” and all the 4ply yarns will appear. Use the same process to navigate through the other sections.

If you know specifically what you want you can use the search for... box in the green bar at the top of each page. Use as few words as possible i.e. “needle” or “4mm”, rather than “4mm knitting needle” to give you the widest range of matches.

At every stage of browsing you can see exactly where you are within the site on the site path:

[Shop sections](#) | [Shop by Fibre](#) | [Alpaca](#) | [Alpaca Yarns](#) | [Nomad by Sirdar](#)

This is underneath the page title at the top of each page. Click on any underlined word to take you back to that section.

PRODUCT INFORMATION

When you have found a product you are interested in, such as Airedale Aran, click the “group shot” to show you all the colours available. You can then “click image for further details” and more information and pictures will be available to you. Airedale and some other yarns also have “Product Info”:

KEY

🌟 Special Purchase – Stock and branded lines where limited amounts are available.



Texere Yarns Ltd is licensed to use the British Wool trademark. Yarns manufactured entirely in the UK using at least 50% British grown wool.



Yarns manufactured entirely in the UK using both British and imported fibres.

Projects on Ravelry View what other people have made using our yarns (see FAQ for how to do this).



Hand wash, cool. Garment may be laundered through the use of water, detergent or soap and gentle hand manipulation.



Machine wash, cool. Initial water temperature should not exceed 30c.



Machine wash, warm. Initial water temperature should not exceed 40c.



Dry flat. Lay out horizontally for drying.



Tumble dry, normal, low heat. A machine dryer may be regularly used at a maximum of low setting.



Iron, low. Regular ironing, steam or dry, may be performed at low setting (110c).



Iron, medium. Regular ironing, steam or dry, may be performed at medium setting (150c).



Do not iron. Item may not be smoothed or finished with an iron.



Dry Clean. Commercially dry cleanable

For the most part the symbols we are using give a guide to what can be done to the yarns, rather than what can't be done. We would suggest that no hand knitted garments should be wrung out or tumble dried.

SINGLE "ADD TO BASKET" BUTTON

You can now order multiple quantities and colours of the same product simply by typing the numbers into each quantity box. Dyed Wool Tops is a good example – choose 1 x 400g bag of cherry, 2 x 50g bags of orange and 3 x 50g bags of sunshine, click on "Click to add selected to basket" at the bottom of the page and that's what happens! This way you can see what you are selecting without having to keep going backwards and forwards.

VIEWING, SAVING & RETRIEVING

When you have added a product to the basket you are able to view the basket for 3 seconds before the site automatically goes back to the previous page. If you need to review your selection for longer you can click on the "View basket" link at any time, at the top of every page. Change the numbers in any of the quantities boxes or remove any items with the tick boxes, then remember to "Update". If you aren't ready to checkout and need to save your order click "Save", shut down your pc and the information will be safe. When you come back to the site click "View basket", "Retrieve" and hey presto your order will appear. However, you need to have "cookies enabled" on your pc or this function won't work. (Visit www.microsoft.com or the chief computer person in your household for help).

PAYMENT, POSTAGE & PACKING AND DELIVERY TIMES

Our postage rates are now fairer and, in some cases, cheaper. Please see our Terms & Conditions for further information.

CONFIRMATION EMAIL

Once your order is complete, you will receive two emails – one from Texere Yarns confirming your order and delivery details and another from SagePay confirming your payment. If your confirmation does not arrive please check your "Bulk" or "Spam" folders and mark as "Not Spam" or "Trusted Sender".