



QUICK FAQ

How do I open an account?

Simply send (by email attachment, fax or snail mail) your resale certificate or tax ID. You may include your purchase order or call it in at 1-888-246-1104 or buy online at www.fiberfolio.com

What is the minimum to open an account?

Your first order should be at least \$200.

How much do I have to buy when I reorder?

Reorders minimums are \$75.00 or more

How do I get your price list showing the prices for all levels of buying?

Once I receive your business resale/tax ID, I will email a price list to you.

What are your lowest prices on these yarns?

There are three buying levels established to accommodate everyone. The Silver level is for purchases of \$200 or more (and reorders beginning at \$75), the Gold level begins at purchases of \$500 or more and the Platinum level is for all purchases at \$1000 and above.

I want to place an order for the GOLD level but your website only shows one price and it does not adjust for my volume order.

Yes, the website can only show and accommodate the Silver level. Please call or email me to place orders above the Silver level.

If I buy more the next time, do I get a bigger discount?

All prices are based on the volume of each purchase. So you can buy at the Silver level one week and the Platinum level the next week and vice versa.

How long will it take to receive my order?

Orders are generally shipped within one week.

Which credit cards do you accept?

I accept Mastercard, Visa, American Express and Pay Pal. It is recommended that you call me directly to provide me with that information. Please note that if you purchase on my website, the site is secure so I cannot retrieve your credit card information for phone orders.

How do you ship?

Smaller orders are shipped by USPS and larger orders by Fedex Ground.