

LANA GROSSA

Dear Customer,

Please understand that individual processing is necessary, especially in the field of handicrafts and when it comes to the sensitive issue of complaints. We therefore regard and need the retailers we supply as an important link between end consumers and us as wholesalers.

If you have any questions, problems or complaints, please contact the retailer from whom you purchased the item in the first instance or, in exceptional cases, a retailer who stocks Lana Grossa items. Most of the customers we supply are brick-and-mortar wool shops or retailers with their own contact/service details.

We hope you continue to enjoy your hobby.

Your Lana Grossa team

The most common acute issues:

Knots and pattern interruptions:

It is a long journey from the raw material to the finished yarn, during which the finite yarn occasionally has to be knotted together, which can result in a changing pattern. Unfortunately, this cannot be avoided for technical reasons. Depending on the length of the ball, a certain number of knots are allowed. Knots are also a sign that the yarn has been checked and that any imperfections have been removed.

All special prints are printed on individual threads, which means that the pattern repeat is, at least in terms of printing technology, 'infinite'. In this case, you will need to cut a piece out of the thread until the matching repeat reappears. Always untie knots and start at the beginning of the row or, in the case of socks, at an inconspicuous place with the new thread. Longer thread ends can be used to sew the handiwork together if necessary.

Weight difference from the ball:

The length or weight of a ball is calculated using a formula based on the density of the yarn. This means that various factors come into play.

In the ball workshops, the balls are cut according to length. As wool is a natural material, certain weight fluctuations cannot be ruled out.

In most cases, the letter 'e' printed on the banderole means that the content quantity must be adhered to in principle, but deviations from this are permitted as long as the average fill quantity is correct. It is also a sign that the scales used in the production facilities have been calibrated by the calibration office in accordance with European guidelines.

Colour transfer:

Due to the production process, there may be excess dye. Colour transfer can also be caused by knitters 'breaking a sweat' while knitting and getting damp hands or using rich hand cream, or by friction from the knitting yarn. After the first separate wash, possibly with the addition of colour catcher sheets, the excess dye will be washed out.

