



## **Fiber Processing Service Agreement**

Alpaca Fleece Mill is focused on providing you with top quality products by adding value to your own raw fiber, meeting your individual vision. We are dedicated to delivering superior products and want you to be happy with our services. Mistakes can happen, whether from human error, equipment failure, or mis-communication. If the issue can not be corrected, we will buy back your fiber (at raw fiber prices), and refund your processing fees.

### **Terms and Conditions:**

To ensure the end product is of the highest quality, we must start with quality fiber. Please properly prepare your fleece(s) by removing burrs, tags, and vegetable matter. Also, sorted to similar staple lengths to assist in creating a consistent even yarn. If needed, Alpaca Fleece Mill will skirt until the fiber is ok to enter the machines but at a cost of \$40/hr.

Alpaca Fleece Mill reserves the right to refuse any fiber for any reason, including but not limited to, moth or bug infestation, rodent infestation, lice, nits, skin flakes, to short or long, gravel, excessive dirt or vegetable matter, tenderness, age, or matting. Any fiber with contagions will be removed from the premises and destroyed to prevent the spread to other customers' fiber. Only half of your deposit will be returned to you.

We strive to spin all fibers without blending unless specifically requested. Occasionally, some fiber characteristics may require additional fibers to be blended to achieve satisfactory results. Alpaca Fleece Mill offers a white merino/rambouillet combed top for blending at \$5/lb. + the current market cost of the blending fiber. If you choose to blend your fleece with something else at \$5/lb., please include that fiber pre-washed and dried, and clearly mark it under Special Instructions on the Order Form.

Complete processing records of your products are property of Alpaca Fleece Mill and will remain on file with the company for at least a period of 2 years to help ensure that duplication of runs can be done in the future. Alpaca Fleece Mill will not share any of your information with other parties for any reason. By providing your email address, you agree to receive occasional emails from [info@alpacaflleecemill.com](mailto:info@alpacaflleecemill.com). You also agree that Alpaca Fleece Mill may share posts on social media platforms featuring your fiber being processed.

There is NO STORAGE FEE at Alpaca Fleece Mill for customers that have sent in a deposit, signed Service Agreement, and Order Form(s). When fiber is properly stored it aids in creating an exceptional product! Let us store your raw, skirted fiber under the appropriate conditions so that we both have the most value added through the processing. If you choose to send in your fleece to be stored here until it can move into operation, you agree to release Alpaca Fleece Mill of any liabilities if your fiber is completely lost due to any unforeseen damages.

### **Payment Policy:**

1. A non-refundable 50% deposit based on estimated cost is due upon the arrival of your fiber to hold your spot. Jobs begin in the order that payments are received. This will be verified with you when Alpaca Fleece Mill receives your fiber before it is put into production. We will apply your deposit to the final invoice.

- a. Fiber received without communication, an Order Form, or deposit will not move into production.
- b. Any customer cancellation must happen before processing begins. The customer will have to pay the return shipping and only receive half of their deposit back.
- 2. 10% per 30 day penalty will be applied to unpaid balances over 30 days.
  - a. Completed orders will be invoice upon completion. Once payment is received, a tracking number will be provided.
  - b. If the final invoice is not paid within 60 days of invoicing, it will result in your order being considered abandoned and the product will become the sole property of Alpaca Fleece Mill LLC. All previous deposits will be forfeited.
- 3. Alpaca Fleece Mill does not have a minimum processing weight. But you will be billed for 6lb. minimum.
  - a. All prices are subject to change without notice.
  - b. Processing charges are based on incoming weight.
  - c. Acceptable Forms of Payment: Credit Cards (3% processing fee), Personal checks and money orders made out to Alpaca Fleece Mill (returned check fee of \$50.00)
- 4. Shipping is NOT included in the processing fees and will be added to your invoice upon completion.
  - a. Shipping insurance available upon request; rates vary depending on shipping method.
  - b. International shipping must be arranged by the customer.

*By signing below, you are agreeing to the above Service Agreement; and to have your fiber processed at Alpaca Fleece Mill LLC; and to pay for the services that are indicated on the order form and through any verbal and/or electronic communication(s). Alpaca Fleece Mill LLC is not responsible for fiber lost or damaged as part of normal processing. You acknowledge that during processing there is a certain amount of fiber loss; and that our processing can remove a certain amount of guard hair and vegetable matter, but your final product is only as good as the fiber you send us.*

SIGNATURE	DATE
PRINT NAME	FARM NAME