









Custom


policy


processing

Drop-off or shipped fleece


-  All fiber must be bagged (in a clear bag) and tied with instructions and contact info included in each bag. If ordering yarn please send a sample of yard you'd like us to match as closely as possible.
-  Please, do not ship wet or damp fiber.
-  Once we receive your fiber we will weigh, open, and evaluate. Fleeces with high levels of VM may not be accepted and will need to be picked up or shipped back within 7 days, or will be disposed of, at owner's expense. Fleeces containing moths will be disposed of immediately and owner will be notified. 'Ohana Fiber Mill reserves the right to decline any fiber that does not meet processing standards.
-  Staple length of 2-7" required for processing.
-  As always, your fiber will be returned to you.
-  50% deposit is required to start. Your deposit will be deducted from your final billing when your order is complete.


Processing

-  We are NOT responsible for the fiber performance during the machine processing. Machine processing can be hard on tender fleece, and you may not get the outcome wanted. Of course, we will do our best to work with you for an agreeable outcome.


 We will communicate via email during the processing. If you receive an email from us, please respond promptly so we can continue to stay on schedule. We will typically respond same day.


Payment

 Once we have completed processing, we will send out an invoice with your final amount due. Your payment is due upon receipt. Finished product will be shipped or can be picked up after final payment is received.


 We accept Paypal, Venmo, credit/debit cards, checks, and cash. \$30 fee if your check is returned.


Shipping


 Return shipping to be paid by owner of fleece


 Order will be shipped within 2 days of receipt of final payment

Other

 Processed but unpaid orders left 30 days after notification will become 'Ohana Fiber Mill's property.

 Once your order has been processed, paid for, and picked up or delivered, all sales are final. There are no returns or refunds.

 Please feel free to email aloha@ohanafibermill.com with any questions or concerns during the processing.

 Prices are subject to change