



## Processing, Payment & Service Agreement

### Deposit

A 50% deposit is at the time of drop - off.

If you ship your fiber, it will be weighed upon arrival and an invoice will be emailed to you showing the full processing cost, along with a secure payment link for the deposit.

Deposits must be paid within 5-7 business days to maintain your place in the processing schedule. If the deposit is not received within this time frame, your order will be moved to the end of the queue until payment is made.

All deposits are non-refundable

### FINAL PAYMENT

Once your order is complete, you will be notified

- For shipped orders: An invoice for the remaining balance, plus shipping costs, will be emailed with a secure payment link.
- All balances must be paid in full before any fiber or finished product leaves the property.

### PICK-UP & SHIPPING

- Pick-ups are by appointment only
- Orders are shipped via UPS for larger shipments and USPS for smaller ones. We compare rates between carriers to provide the most cost-effective options
- All Shipped orders include additional insurance for protection during transit
- Once a package has been shipped and a tracking number has been issued, the carrier (UPS or USPS) assumes responsibility for shipment.
- At this time we do not offer international shipping.

### ADDITIONAL TERMS

#### OUTSTANDING ACCOUNTS (Late fee)

A 5% late fee will be applied to any unpaid balance after 30 days, with an additional 5% charge for each subsequent 30-day period the account remains unpaid.

### UNCLAIMED ORDERS

A 5.5% service (use) tax, in accordance with Maine state requirements, will be applied to all processing cost.

### SALES TAX/ SERVICE CHARGE

Fiber or yarn from accounts that remain unpaid for 90 days after notification of completion will become the property of Stacey's Spinning Haven, LLC.

### FIBER CONDITION & ACCEPTANCE

All fiber must arrive properly prepared and suitable for processing. Stacey's Spinning Haven, LLC reserves the right to refuse any fiber deemed unsuitable due to excessive contamination, vegetable matter, or improper preparation.

If fiber is declined after shipment, the customer is responsible for return shipping costs.

If additional skirting or preparation is required due to fiber condition, charges may be applied at a rate of \$20 per 30 minutes. Customers will be contacted prior to any additional work being performed.

### AGREEMENT & LIABILITY WAIVER

By signing this contract or submitting a deposit, you acknowledge and agree to authorize Stacey's Spinning Haven, LLC to process your fiber. Submission of deposit constitutes acceptance of all terms and conditions outlined in this agreement

You agree to pay for all services as indicated on the order form, as well as any additional services requested or confirmed through verbal, written, or electronic communication

Due to numerous variables involved in fiber process including but not limited to fiber conditions, preparation and inherent characteristic, results cannot be guaranteed. By agreeing to these terms, you acknowledge that Stacey's Spinning Haven, LLC, its owners, and operators shall not be held responsible or liable for outcomes that do not meet expectations or for damage that may occur during normal processing.



By signing this contract or submitting a deposit, you agree to our Processing, Payment & Service Terms.

