

Homespun Fiber Works

Customer Checklist

- ☐ NEW customers - complete all forms in the customer packet.
- ☐ EXISTING customers – complete the fiber bag inserts. Update any information, if needed.
- ☐ Ink or digitally sign and mail/email the New Customer Service Agreement to Homespun Fiber Works.
- ☐ Call/email to schedule your fiber processing.
- ☐ Skirt all fibers. Please remove hay pieces, burrs, sticks, manure, toenails, and other visible debris. We will return or dispose of fleeces with excess vegetable matter.
- ☐ Send fiber to the us one week before your reservation date.
- ☐ Include a fiber bag insert in each bag.
- ☐ Ship fiber in clear plastic bags. Please do not knot, tape, or tie off the bag.
- ☐ Pay \$7.50 per pound deposit to reserve spot. This deposit applies toward your fiber processing cost. Fiber weight is determined by Homespun Fiber Works and deposit will be invoiced upon receipt of fiber.

Homespun Fiber Works

Customer Agreement

Name:

Phone:

Billing Address:

Email:

State:

Text:

Zip:

Thank you for choosing Homespun Fiber Works for your fiber processing. We support the farm-to-yarn movement, and our knowledge and sustainable practices help us deliver a superior product that our customers love. Please read the following information regarding our policies. Your signature is required and then mail/email to Homespun Fiber Works.

IMPORTANT REMINDERS:

- Fiber can be rejected for any reason and is disposed of at the customer's expense. Rejection of fiber may happen for the following conditions: not skirted properly (skirting can be offered at an additional deposit), significant vegetable matter, matting and/or tags are present, presence of moth casings and/or eggs, or stored in mothballs. We are not able to process fiber with dandruff, lice, or scurf.
- All fleeces must be washed in our facilities using our washing products. If you wash your fiber prior to sending, we will determine if it can be processed as is or will need to be washed by us. Washing will be billed at the current rate.

Customer Responsibilities:

- Skirt fiber before sending it for processing. Incoming weight determines processing charges, and proper skirting will help save you money.
- Schedule processing by calling or emailing Homespun Fiber Works. A \$7.50 per pound deposit is required before processing begins. We will invoice you for your deposit upon receipt of your fiber.
- Ship fiber the week before your reservation. You must pay your fiber processing deposit before processing begins. If your fiber is not at our office in the week before processing, it could delay your order. We are unable to store fiber prior to your processing time. Any fiber that arrives early may be returned at your expense.
- We will inspect and weigh the fibers upon arrival. We will contact you with any issues.
- Pay remaining invoice including return shipping within five (5) days of processing completion.

Homespun Fiber Works Responsibilities

- Provide clear communication and information regarding pricing, product descriptions, and the best possible products available for your fiber.
- Provide you the highest quality processing available for your fiber with accurate labeling.
- Provide up-to-date processing information.
- Maintain records of all processed fiber.

Printed Name:

Date:

Signature:

Homespun Fiber Works

Directions for Shipping or Delivering Fiber

Mailing Fiber:

Homespun Fiber Works
40316 278th Way SE
Enumclaw, WA 98022

Dropping fiber off at the mill:

Please schedule an appointment prior to dropping off.

Homespun Fiber Works
40316 278th Way SE
Enumclaw, WA 98022

**** We are unable to store fiber prior to your processing time. Any fiber that arrives early may be returned at your expense.**

Homespun Fiber Works

Customer Bag Insert

Name:

Bag ____ of ____:

Animal Name:

Age of Animal:

Fiber Color:

Animal Breed:

Blending Fibers Provided:

Blending Fiber Requested:

Services:

☐ Skirting

☐ Washing Only

Product (please check one):

☐ Dryer Balls

☐ Rug Yarn

☐ Cloud

☐ Batts

☐ Loose Roving

☐ Center Pull Bumps (choose one):

ounces/bump

☐ Needle Felted Sheets – 3 Foot Width Maximum:

Size in Feet

Width x Height
