

Home Spun 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 the fiber mill.
- 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 mill when requested by the mill. This will be approximately two weeks before your processing begins.
- Include our fiber bag insert in each bag.
- Ship fiber in clear plastic bags. Please do not tape bags shut, tie them in a loose knot.

Home Spun Fiber Works

Customer Agreement

Name:

Phone:

Billing Address:

Email:

State:

Text:

Zip:

Thank you for choosing Home Spun 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 the fiber mill.

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 cost), 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 needs to be washed at the mill. 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.
- A \$10 per pound deposit is required and will be billed upon receipt of your fiber at the mill. Please pay within 5 days of invoicing to avoid any delays in the processing of your fiber. The remainder due will be billed upon completion of your fiber and must be received prior to shipping or at the time of pickup.
- Ship fiber the month when requested. If your fiber is not at the mill when requested before processing, it could delay your order.
- The mill 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. If the invoice is not paid within 30 days of billing, all fiber becomes property of Homespun Fiber Works, unless arrangements have been made.

Home Spun 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.

We do post to various social media platforms. Please select one of the following options for your fiber:

No

Yes, but don't tag me

Yes, please tag me @ _____

Printed Name:

Date:

Signature:

Home Spun Fiber Works

Directions for Shipping or Delivering Fiber

We will contact you approximately 2 weeks prior to when we are ready to process your order. Once we contact you there are two options for sending us your fiber:

1. You may deliver your fiber to us, please call or text 425-749-9386 to confirm a day and time for drop off prior to coming. Our physical address is:

40316 278th Way SE
Enumclaw, WA 98022

2. You may ship your fiber to us at:

40316 278th Way SE
Enumclaw, WA 98022

Please make sure that all fiber is bagged in clear plastic bags, and you have filled out and included our bag tag in each bag prior to shipping or drop off.