



Fiber Processing Terms and Conditions

We work hard to provide the highest quality product from your fiber. We request you follow the following guidelines as deviating may impact the quality, quantity and processing time of your finished product(s). **We cannot guarantee order processing timelines. Turnaround times are only an estimate and timelines may change depending on the orders that are ahead of you in the processing queue.**

1. All fleeces should be properly skirted prior to sending to us. Please remove vegetable matter and shorts. **We will not process fleeces that contain excessive vegetable matter.**
2. Do not send fleeces that have been exposed to mothballs and/or contain insects/insect eggs. We will return these fleeces at your expense.
3. To ensure efficient processing and minimal fiber loss, we require a staple length between 2.5" to 6". Fiber longer than 6.5" will require cutting, will be charged additional and will require longer processing times.
4. Turnaround times and fees are based on receiving clean skirted fleeces. All fleeces will be washed as part of our standard processing. Fleeces that require additional skirting, picking and/or washing will be subject to additional fees and will require additional processing time.
5. Pricing is based on incoming weight. There is a varying amount of lost weight through each process. Also, the amount of dirt, sand, vegetation and short fibers will affect the final weight. At each machine some fiber is also lost to start up and residuals. With each machine some of this sand, dirt and vegetation will fall out as well and that is why we have a 3 lb/6lb minimum to keep your percentage loss to a minimum.
6. There is a minimum lot size of 3 lbs, and 6 lbs for rugs. Any lots processed that are less than three pounds will be charged at a 3 pound minimum or we will combine with a similar color/grade.
7. We require 50% payment at the time of order. Full payment is due once your order is complete and before we ship it to you. Payment types; Checks and money orders made payable to Fiber Works (returned check fee - \$30). We accept most major credit cards. **Deposits are non-refundable.**
8. Finished orders that remain unpaid after 30 days of completion become the property of Fiber Works to cover fiber storage and mill processing costs.
9. Shipping Instructions – Please place one of our order forms in each bag you send to us for processing. Your name and contact information must be filled out on each form or we cannot process your order.
10. We will make every effort to process your fleece(s) in the manner you selected. Please understand your fleece characteristics may dictate something other than what you have selected. If so, we will contact you to discuss your options. Our goal is to ensure your total satisfaction.
11. Fiber Works is not responsible for loss of fiber due to insects, excess vegetation, fire, theft, flood or any other circumstance created by Mother Nature.
12. By signing Fiber Works order form, you are agreeing to these terms and conditions.