



Fiber Processing Service Agreement

Checklist – Preparing for shipment:

Sign & E-mail your Service Agreement Form to orders@redhillfiber.com. This will ensure your customer account is set up, and will streamline the intake process of your order.

Print out an Order Form for EACH fleece and complete the customer sections. This can be placed in the bag along with your fleece.

If you don't understand something, or are just not sure what you'd like done – please feel free to reach out to us. We understand sometimes you may not know what you want done with fleeces due to the individual nature of each and the characteristics of the staples. **Note:** *Yarn lots require a 2 pound minimum order per colorway per yarn type. Prior to starting your order, we will reach out to confirm your order details.*

Include blending fiber.

If you want your fleeces blended with something else, please include that fiber and clearly mark it on the order form. All blending fiber quantities in your finished products are estimated and may be altered based on actual use during production. **Note:** *If you'd like your order blended, but do not have a blending fiber, please contact the Mill to discuss options and pricing.*

Pack your shipment.

Shipping is normally based on dimensional weight, so pack your boxes as compact as possible by squeezing out as much air as possible. If you are able to ship in vacuum sealed bags, please clearly mark your name/farm name on each bag and we will return with your order. **Note:** *We strongly suggest you send your fleeces using a method that offers a tracking.*

Arriving at the Mill

- When your fleeces arrive, you will be notified that they have been received. Once your order begins the milling process, we will contact you to confirm your order details. Requests for subsequent changes to order after they have started the milling process, are subject to approval and could result in production delays and/or additional customer costs

- Requests for special completion dates will be noted but cannot be guaranteed.

- Completed orders will be prepared for shipment, and a final invoice will be sent to you. **Note:** *Customers may request individual product runs to be returned as they are completed; however additional shipping & handling may apply.*

Terms & Conditions

- Payment of Preparatory Fees (\$18 per pound based on the incoming weight of your fiber) must be paid before or at the time of shipment.
- Completed orders will be invoiced upon completion. Once payment is received, a tracking number will be provided, or pickup/delivery services can be arranged.
- Orders that are not paid within 30 days, will be assessed a 1.5% interest rate.
- If the final invoice is not paid within 60 days of the order being completed, product will then become property of Red Hill Fiber Mill.
- Shipping insurance available upon request; rates vary depending on shipping method.
- Each product is returned with a completed job card stating: incoming weight, washed weight, finished weight, waste weight, and number of units and their measurements.
- Complete processing records of your products are property of Red Hill Fiber Mill and will remain on file with our company for at least a period of 2 years to ensure duplication of runs can be done for our customers. After 2 years, records will be retained electronically.

Customer Responsibilities

- Send fiber that has been well prepared. (IE: Skirted, sorted, washed (if washing), etc.) Understand and agree that Red Hill Fiber Mill will reject fiber that is not fit for processing as is. We do not skirt beyond 20 minutes to ensure machine safety without additional fees; if you do not want it in your yarn, please remove it before you send it.
 - Any fleeces that arrive containing lice, moths, etc. will be documented and disposed of. As we have to take steps to ensure there is no contamination of other client's products (IE: spraying area and decontaminating, freezing fleeces, disposing of afflicted items) the deposit payment will not be returned.
- Pay return shipping on all fiber that is rejected for processing.
- Be willing to work with Red Hill Fiber Mill to create the product that the fiber dictates while understanding that certain fibers cannot create certain products due to their characteristics.

Red Hill Fiber Mill Responsibilities & Guarantee

- Provide accurate information regarding pricing, product descriptions and the types of fibers that will work best for each product type.
- Provide timely communication regarding your processing requests, payment terms, and the tracking of your shipments.
- Provide clear communications regarding the best possible products created with your fiber.
- Keep clear and accurate records of all fiber that comes in and goes out of our mill.
- Give you the highest quality processing available for your fiber with accurate labeling, so that you know what you have received.
- If you are not happy with the end product, and we cannot resolve the issue, we will buy back your fiber (at raw fiber price) and refund the processing fee.

I, _____, have read the above terms and conditions and I agree to abide by them while using Red Hill Fiber Mill for my fiber processing.

(Signature)

(Date)

(Farm Name)