



Fiber Processing Service Agreement

Terms & Conditions

- All orders are invoiced on incoming weight.
- Payment of Preparatory Fees (spinning orders) or 50% deposit (roving orders) must be paid at time of fleece delivery or drop off following fibers being checked in. (See current Pricing Sheet for Preparatory Fees)
- Completed orders will be invoiced upon completion including insured shipping (unless otherwise notified) unless prior arrangement for pickup. Once payment is received, a tracking number will be provided.
- Orders that are not paid within 30 days, will be assessed a 1.5% interest fee.
- 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.
- Any further disputes with processing will be heard under Indiana Law. Furthermore, Red Hill Fiber Mill, LLC reserves the right to seek the repayment of any legal fees that may arise from such an event.

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.

By sending your fiber and/or signing this agreement, you acknowledge having read the above terms and conditions and agree to abide by them while using Red Hill Fiber Mill for my fiber processing.

(Signature)

(Date)

(Printed Name)

(Farm Name)