

A.1-PROCESSING & SERVICES PROVIDED

GENERAL

Fibers are processed in the order received.

Fiber weight loss is an expected part of processing and is affected by factors such as skirting & hand picking, the amount of lanolin in the fiber, dirt and debris, and VM. The amount of loss will vary for each fleece/blanket but can be anticipated at 30-50% of intake weight.

We are NOT responsible for the fiber performance during the washing and machine processing. Machine processing can be hard on tender fiber, and you may not get the outcome wanted. We will do our best to work with you for an agreeable outcome.

SKIRTING & HAND-PICKING

Please skirt your fleece/blanket! We really appreciate properly prepared fiber, as this speeds up our processing tremendously.

We do offer skirting services; however, it is to your advantage to skirt your fiber before sending it to us (you decide what to throw away and what to keep, you pay less in postage to ship, you pay less to process as the intake weight will include everything in the bag that we receive).

Skirting and hand picking is billed by the amount of time required to remove heavy VM and other debris.

WASHING

If you bring in fiber that has been washed, we will do a test wash and may need to rewash to remove further residue, in which case there will be a washing charge.

POWER PICKING

Blending – You provide what you want added/blended with your fiber.

Blending material that is a “finished product” that is submitted with a fleece/blanket will be considered part of the fleece/blanket (included in intake weight, will not be washed, will be ran through Power Picker and Carder with primary fleece/blanket). (“Finished product” means already processed, clean, ready to add to primary fleece/blanket.) Blending material that is NOT a finished product that is submitted with a fleece/blanket will be washed before running through the Power Picker and Carder, in which case there will be a washing charge for the blending material.

CARDING (clouds, batts, roving, bumps)

The thickness of batts varies according to the type of fiber.

Measured bumps are available, however they will be approximate weights and not exact.

A.2-COMMUNICATION POINTS

Communication is important to us! At a minimum, communication points regarding your order will occur at the following times:

Prior to shipping to us. We have only so much space to store fiber, so we ask that you contact us prior to shipping/dropping off your fiber. During this conversation we can inform you if we are accepting fiber at this time. If we are accepting fiber, we can also perform an “initial inspection” of your fiber to ensure we can process it. Upon passing the “initial inspection” we will provide you an Order Form to be completed and submitted with your fiber.

Upon receiving your fiber and completed Order Form at intake. Your completed Order Form is a written communication/contract with us for the services you are asking us to perform for you. If

you are able to drop off your order at the Mill, we will also be able to verbally communicate in person.

After final inspection of your fiber at intake. Acceptance of your fiber for processing by the Mill is based on passing the “final inspection” performed when we receive your fiber and can see, touch and smell the fiber. If you are able to drop off your order at the Mill, we will be able to inspect the fiber together and address any issues in person (verbally). If not (ie, the fiber is shipped) we will first attempt to call you by phone to discuss the issues and your options at this point, or we will email you (if we cannot reach you by phone). If your fiber has no issues, we will email you letting you know such.

Completion of services. After we have completed your order, we will notify you by email, and send a final invoice by USPS to the mailing address you provided on the Order Form.

There may be other points of communication during the processing of your fiber, should they be warranted. If you receive an email from us, please respond promptly so we can continue to stay on schedule. We will typically respond same day.

Please feel free to contact us with any questions or concerns.