



## Painted Sky Alpaca Farm & Fiber Mill

### Fiber Processing Terms & Conditions

We strive to create the highest quality product from your fiber. To achieve this, we request your adherence to 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. Please review the Terms and Conditions, sign, date, and include a copy with your order. We will keep it on file for future orders.

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. There is a minimum lot size of 3 lbs. 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.
6. We will contact you when your order is ready to be processed. A 50% non-refundable deposit is required before we start processing.
7. 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 Painted Sky Fiber Mill (returned check fee - \$30). Credit card payments are subject to 3.5% processing fee.
8. Finished orders that remain unpaid after 30 days of completion become the property of Painted Sky Fiber Mill 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. To reduce your shipping costs, place your fiber in a plastic bag and squeeze as much air out as possible before placing in your shipping box. **Be sure to include your completed order form in each bag.**
11. 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.
12. Painted Sky Fiber Mill is not responsible for loss of fiber due to insects, excess vegetation, fire, theft, flood or any other circumstance created by Mother Nature.
13. ***Please be sure to include a signed copy of these terms & conditions with your first order. We will keep a copy on file for future orders.***

**I have read and agree to all of the guidelines above.**

Name: \_\_\_\_\_ Farm: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_