

TERMS OF SERVICE, INSTRUCTIONS AND OTHER USEFUL INFORMATION

Please print and fill out the labels provided by download from the website and put one label in each bag. Please print additional first pages of this document if you have more than 10 batches.

For yarn, please indicate the weight you want (ie. Fingering, sport, dk, worsted, bulky). Also please indicate if you would like 2 or 3 ply (or other). If possible, include a sample of yarn (1 metre) and we can try to match it. Please note that not all fibre will behave the same in processing and results can vary. We will be in contact with you through various stages in the process as required. We are committed to open communication with you.

Yarn is normally made into skeins of 100g +/- unless you specify otherwise.

Skeins are washed as part of your service, but if you opt for your yarn on cones it cannot be washed.

Minimums: We can do any size batch, but recommend 8-10lbs raw minimum. You will be charged a minimum of 5lb of finished weight for yarn under 5lbs. There is a 1lb minimum for roving.

Please be aware that losses during processing can be up to half of the raw weight and very occasionally more depending on the quality or if it needs skirting.

We do small batch processing and guarantee that your fibre and only your fibre is returned to you.

The quality of your finished product is dependent on the quality of fibre you send us. All fibre is different and may lend itself better to certain types of products. We work with you to find the best fit product for your fibre's unique characteristics. Very occasionally we see fibre that just will not spin to our standards. If this happens, we will return it as roving and only charge for the roving price.

The washing fee is charged upon arrival of your fibre. ***This is non-refundable***. Processing will not begin until this is paid in full. We will charge for and wash **ALL incoming fibre, including pre-washed fibre**, to avoid residual build-up on our machines. This fee is invoiced separate from the finished product price. You will receive a second and final invoice for services when your order is complete. All orders must be paid for prior to leaving the mill.

We reserve the right to reject fibre either before washing or after. If your fibre is rejected after washing, the washing cost is **non-refundable**. (Weak fibre, excess vegetable matter, moths, staple length, etc). We will work with you throughout the process.

Final payment is due within 30 days of completion. If payment and collection is not made prior to 30 days, the product becomes property of Rosebud River Fibre Mill. You also forfeit the value of your fibre.

If you opt to have your finished order shipped back to you, shipping insurance is automatically included in your shipping quote. Shipping costs are the responsibility of the client.

Please contact us to book your order into our schedule before sending it to us.

Your signature indicates you have read and agree to the above terms and prices described on the website. This is your consent that your fibre will be processed as indicated in the order form or otherwise agreed to in verbal or other electronic communications.

Name (printed) _____

Signature: _____

Date: _____