

PB Sterling WoolNook and Mill, LLC
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Processing Policy

- Upon our receiving your fiber, it will be evaluated for cleanliness and staple length. Do **NOT** ship wet or damp fiber.
- If you are ordering yarn, please send a sample of the yarn style you would like us to match as closely as possible to.
- Fleeces that contain high levels of unwanted material will **NOT** be accepted and returned to the owner at the owner's expense. Fleeces containing presence or prior presence of moths will be shipped back to owner plus shipping costs.
- Staples lengths we can handle 3"-7".
- Unless otherwise instructed, each batch of fiber is handled separately. Your own fiber is always returned to you.
- Enclose fiber processing order form and label each bag with your name.
- A \$15.00 non refundable deposit per fleece needs to be sent along with fleeces. This non refundable deposit covers incoming fleece preparation. Deposit will be deducted from invoice upon completion. A receipt for this deposit will be emailed to you. Cancelled orders will be shipped back at owners expense.
- **We are not responsible nor can we control any natural faults or performances during the machine processing phases due to the condition of fleeces.**
- Communication via email (preferred method) or phone during the fiber process. Please respond promptly to our questions. This ensures more efficient processing.
- You will then be added to the processing schedule and given an estimated completion date.
- At the completion of processing we will email you with your invoice. Payment Terms: Net 15 days.
- Finished product will be shipped after payment is received and has cleared the bank.
- Return Shipping Paid by Fleece Owner (USPS Priority Mail) unless picked up at shop.
- Type of payments accepted: Major Credit Cards, Check, Cash, Money Order or Paypal. A \$30.00 fee will be charged for returned checks.
- Processed orders left over 30 days will be charged 1.5% per month storage fee.
- Processed fiber unpaid for 90 days after notification of completion automatically becomes property of PB Sterling WoolNook & Mill, LLC.
- Once items that have been processed are picked up or shipped, sale becomes final.
- Please feel free to contact us with any questions during the processing time. All prices are subject to change without notice. This policy is subject to change without notice.