

PB Sterling WoolNook and Mill, LLC
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www.sterlingwoolmill.com / www.themakerscottage.webs.com

Processing Policy

Drop Off / Shipped Fleeces

- All fiber must be bagged, tied and instructions (including your name and contact information) included in each bag. 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.
- Upon our receiving your fiber, it will be weighed, opened and evaluated for cleanliness and staple length. Fleeces that contain high levels of unwanted material will **NOT** be accepted and will need to be picked up or at owner's expense, shipped back within 7 days. Any rejected fleeces remaining after 7 days will be disposed of. Fleeces containing presence or prior presence of moths will be disposed of immediately and owner notified. Sterling Wool Mill reserves the right to reject fleeces that do not meet our mill equipment processing standards.
- 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.
- A 50% deposit is to be sent along with fleeces. Deposit will be deducted from invoice upon completion. A receipt for this deposit will be emailed to you. Cancelled orders will incur a 4% cancellation fee and will be shipped back at owners expense. How to calculate deposit.

Roving: Weight of Fiber _____ x \$18.00 = _____ / 2 = deposit
Yarn: Weight of Fiber _____ x \$30.00 = _____ / 2 = deposit

Processing

- **We are not responsible nor can we control any natural faults or fiber performance during the machine processing phases due to the condition of fleeces.**
- Communication via email (preferred method) or phone/text during the fiber process. Please respond promptly to our questions. This ensures more efficient processing. We also strive to respond in a prompt fashion, but please allow 24 hours as we may be busy running machines, at a show, or busy with customers.
- You will then be added to the processing schedule and can watch our website for where you are in line. Please be patient as the website is lower on the priority list to be updated, although we do try to keep it updated as often as possible.

Payment/Pick up/Shipping

- At the completion of processing we will email you with your invoice. Payment Terms: **Due upon Receipt** Finished product will be shipped after payment is received and has if paying by check, has cleared the bank. Return Shipping Paid by Fleece Owner (USPS Priority Mail) unless picked up at shop.
- Processed orders must be picked up within **10 days of completion** to avoid a \$10 a day storage fee.
- Type of payments accepted: Major Credit Cards, Check, Cash, Money Order or Paypal. A \$30.00 fee will be charged for returned checks.
- Processed /Unpaid orders left over 31 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.