



CLIENT AGREEMENT

11901 River Rock Ln. Caldwell, ID 83607 (208) 473-0373

Thank you for choosing I Make Yarn for your fiber/wool processing needs. It is our pride and honor to produce quality yarn and other products from your beloved herd. We specialize in (per animal) orders to allow you to personalize your yarn for resale, as well as provide large batch discounts for the more commercially minded customer.

Yeah, we must have rules for our mill to run smoothly but we try to keep them at a healthy minimum. It's one thing to work smart and another to be so persnickety that clients are simply turned off. Just remember that these guidelines simply allow us to guarantee the finest end-product possible on your order and that is what matters most to us.

So here goes:

- 1) We expect all fiber/wool shipped or delivered to us to be skirted, free of large debris and fecal matter.
- 2) Our rates are based on incoming weight so the cleaner your order is the less you will pay.
- 3) Once your order arrives and you have paid the 50% down, your order goes into the (first come, first serve) queue.
- 4) Our turn around time, normally 3-6 month, is our best guess estimate, not a guarantee.
- 5) We have a five pound (combined) minimum order requirement.
- 6) If you send an order in with insects and/or insect eggs, it will be immediately disposed of. We cannot contaminate the mill.
- 7) Staple length required for yarn is 3" to 6" - anything longer can be made into beautiful, single-ply Lopi. Sometimes 2 3/4" staple length can be blended with Merino to better bind the fiber to make it yarn worthy.
- 8) Fiber/wool with heavy vegetable matter that our machines cannot effectively remove will be returned to client at client's expense or disposed of.
- 9) Brittle, old fiber or fiber shorter than 2 inches will be returned to client at client's expense or disposed of.
- 10) No moth balls please.
- 11) Please send all orders in separate, clear plastic bags with work orders in a plastic sleeve (preferably) or folded in a business envelope and tucked into each order. Do not write on the bags or put stickers on them so that we may recycle for future use.
- 12) Return shipping costs will be added to final invoice.
- 13) We accept checks, credit cards and money orders. A 2% fee will be charged on credit card payments.
- 14) Once you have been notified that your order is completed, final payment arrangements must be made within 5 days or there will be a 2% charge added to your bill.
- 15) If an order is not paid within 30 days of notice of completion, the order becomes the property of I Make Yarn.

These guidelines make our small, family-run business "work" and we appreciate your understanding and agreement by signing the bottom line acknowledging your approval. Thank you for your business. We are confident that you will love your final product and we promise that with a 100% guarantee.

Client Printed Name _____

Client Signature _____ Date _____