



**Customer Service Agreement  
Price List  
Effective August 16, 2019**

As an artisan fiber mill, Mad River Fiber Arts & Mill (Mad Mill) takes pride in the quality of the products we deliver. Our minimal non harsh processing retains the character and spirit of the animals it is from. We are passionate about building awareness and supporting the “Farm to Yarn” movement. We look forward to working with you.

**How the process works:**

- **Make a reservation:** A \$50 non-refundable deposit will hold your spot. At that time, Mad Mill will give an estimated deliver timeframe to receive your fiber. Timing will depend on the current estimated turnaround time.
- **Deliver good quality fiber that is well skirted and sorted.** Similar fiber lengths are critical to consistent even yarn. For yarn, maximum staple length is 6 ½ inches, minimum is 2 ½ inches. Staple length is not critical in other products such as roving, batts, felt or core yarn. There is a 5 lbs. per batch minimum.

Fiber must be delivered in clear plastic bags, loosely tied. We recommend using vacuum bags when shipping fiber. An extra handling charge may apply to fibers packaged otherwise.

Mad Mill reserves the right to reject any fiber if not properly skirted, significant vegetation, matting and/or tags are present, moth casing and/or eggs are present or in our opinion will not result in a high quality product.

An additional deposit of \$100 to \$200 (depends on intake weight) is required for fiber delivered prior to the stated delivery timeframe. This deposit is a storage and handling fee in the event the order is cancelled. One postponement is allowed. If the order is cancelled a second time, customer has the option to pick up the fiber or Mad Mill will consider it abandoned and assume ownership. In either case, the storage and handling fee is not refundable.

- **Review / Approve Estimate.** Mad Mill will email a detailed estimate about eight weeks prior to beginning the job. At this time, you have the option to change batches, blends, yarn size etc. An amount equal to 50% of the total estimated cost is required to get started. Previous deposits (\$50 plus \$100 or \$200) are included. Jobs begin in the order payments are received. Unless otherwise agreed, the reservation will be considered cancelled if the deposit is not received within 10 business days.
- **Job Completion.** Customer agrees to pay balance due upon receipt of final invoice. Balances not paid with 15 days of invoice date will incur a 10% finance charge per month. Unless otherwise arranged; after 90 days of non-payment product becomes the property of Mad Mill. All previous deposits will be forfeited.

