



## Customer Service Agreement and Price List Effective May 1, 2021

Mad River Fiber Arts & Mill takes pride in the quality of the products we produce. We are an artisan fiber mill designing yarns that are appropriate for the breed and intended use. Our processing uses non-harsh soaps and conditioners, which helps retain the character and spirit of the animals it is from. We are passionate about building awareness and supporting the Vermont Fibershed and 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. You will receive a confirmation email with the current estimated turnaround time and approximate dates to deliver fiber to the mill.
- **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 7" minimum is 2". Staple length is not critical for other products such as roving, batts, felt or core yarn. Minimum batch is 5 lbs.

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

Mad River Fiber Mill reserves the right to reject any fiber not properly skirted, contains significant vegetation, matting and/or tags are present, moth casings 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 and applies toward the estimated cost of the order.

If the order is cancelled and fiber has been delivered customer has the option to pick up the fiber. After 90 days Mad River Fiber Mill will consider it abandoned and assume ownership. In either case, the storage and handling fee is not refundable.

- **Review / Approve Estimate.** Mad River Fiber Mill will email a detailed estimate about three weeks prior to beginning the job. 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 within 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 River Fiber Mill. All previous deposits will be forfeited.



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### PRICE LIST:

- **Five (5) lb. Minimum Order**
- **WASH: \$8.50 /lb. Intake weight (Cashmere excluded).** Includes tumbling, one wash cycle (soak, wash, 3 rinses). Note: Extra dirty/greasy or fine fibers may require additional wash cycles.
- **PICK, FIBER SEPARATE, CARD: Based on washed/dried weight (Cashmere excluded)**  
**ROVING: \$17.75 / lb. BUMPS or BATTS: \$18.50 / lb. FINE FIBERS OR LIGHT FEED: \$21.50**
- **SPIN, PLY, STEAM: Based on yarn weight. (Cashmere excluded)** Due to the variety of fiber densities and weights, yarn is sized by WPI (wraps per inch). WPI below reflect plied yarn. Number of plies does not affect cost. Fiber must be carded by Mad River Fiber Mill.  
**BULKY YARN: \$17.50/lb. MEDIUM YARN: \$19.50/lb. LACE WEIGHT: \$25.00 / lb.**  
     < = 5 WPI                                      6 to 16 WPI                                      > = 17 WPI
- **SKEIN, RINSE AND TWIST: \$8.50/lb. Based on yarn weight (Cashmere excluded)**
- **FIBER BLENDING:** Cost of fiber if sourced by Mad River Fiber Mill. No blending charge.
- **CASHMERE:** Due to the tedious nature and attention to detail required to produce a quality product pricing is based on intake weight throughout the process.
  - **Yarn:** wash, separate/dehair, card, spin, steam, skein, rinse, twist. **\$107/lb. Intake weight**
  - **Roving in Bumps:** As above ending at carder. **\$80.50/lb Intake weight**
- **CORE SPUN YARN: \$9.50/lb. Includes cotton core.**
- **WET FELTED SHEETS: \$25 per sheet. (36" x 48").** Each sheet is about 1 ½ to 2 lbs of washed, picked, separated and carded wool. This charge is in addition to processing.
- **SPECIAL HANDLING (extra skirting, teasing, sorting): \$25/hour**
- **DYEING SERVICES: By special request. Please call.**

Estimates reflect pricing in effect when job starts. Prices are subject to change without notice. We do not do rush orders. Mad River Fiber Mill reserves the right to reject any fiber unsuitable for processing.

### Work Sheet: (Cashmere excluded)

1. **Wash:** Intake Weight: \_\_\_\_\_ x \$8.50/lb. = \$ \_\_\_\_\_
2. **Pick, Separate, Card:**  
 Washed/Dried Weight (assume 20% loss from intake weight): \_\_\_\_\_ x \$17.75/lb. = \$ \_\_\_\_\_
3. **Spin, Ply, Steam**  
 Finished yarn weight (assume 20% loss from dried weight): \_\_\_\_\_ x \$19.50/lb. = \$ \_\_\_\_\_
4. **Skein, Rinse, Twist:** Final yarn weight from above. x \$8.50/lb. = \$ \_\_\_\_\_
5. **Total Estimated Processing Cost:** (Line 1+2+3+4) = \$ \_\_\_\_\_