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## Custom Processing Service Agreement

Morning Star Fiber custom processes fiber in a way that consumes fewer resources and showcases the raw fiber properties that artists highly desire. In order to process your fiber with integrity and create superior value for you, the customer, here are the necessary responsibilities we must expect from each other.

### Customer Responsibilities

- Sending in quality fiber that has been well prepared. (ex. skirted, sorted, washed, etc.) accepting that MSF will reject fiber that is not fit for processing as is.
- Schedule your processing using our “MSF Check-in System” including: \$50 deposit for reservation, shipping fiber and final payment a month prior to their processing month, paying for return shipping within 5 business days of being invoiced.
- Agree to a 3% service fee for all credit card payments.
- Providing MSF with your social media handles if that service is desired.
- Pay return shipping on all fiber that is rejected for processing.
- Identifying clearly the need(s) for the end use of your processing. (ex. sold in a farmer’s market, sock machine knitting, weaving rugs, hand spinning, felting, etc.)
- Educating yourself about the milling process and what fibers are best suited for what product types, and willing to work with Morning Star Fiber to create the product that the fiber dictates, understanding that certain fibers cannot create certain products due to their characteristics.

### Morning Star Fiber Responsibilities

- Provide accurate information regarding pricing, product descriptions and the types of fibers that will work best for each product type.
- Provide timely communication regarding your processing requests, payment terms, and the tracking of your shipments.
- Provide a website that clearly explains our mill and the types of services that we can provide.
- Provide clear communication regarding the best possible products created by your fiber.
- When necessary can provide social media updates in picture form of your product going through the mill (where possible).
- Keep clear and accurate records of all fiber that comes in and goes out of our mill.
- Give you the highest quality processing available for your fiber with accurate labeling so that you know what you have received.
- Give you scheduling options that fit your market needs and allow you to get the most out of your money in the shortest time. (Typically 45 business days)

Customer’s Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Customer’s Printed Name: \_\_\_\_\_