



1424 E. Main Street
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www.morningstarfiber.com
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Terms & Conditions

During the Scheduling Phase:

- A full customer profile must be recorded in our accounting system prior to any invoice being created. This includes: Full name, farm name, phone number, alternate phone number, email address, and mailing address.
- A \$50 non-refundable deposit (or 10% of total order whichever is greater) must be received within 10 business days of initial reservation and invoicing for fiber processing. If not received within 10 business days, order will be scheduled based on the date your deposit arrives and the next available time in the schedule.
- Customer estimations of processing weight must be within a reasonable (15%) margin of error. Orders over this limit may experience delays in processing as additional fiber may need to be pushed back to another processing window.
- It's preferred that full payment for the order accompany the fiber when it arrives. However, it must be received no later than the 1st of the month prior to the fiber being processed. If not paid by that time, the order will not be processed until the invoice is paid and will be based on next available time in the schedule.
- Each order that arrives to the mill must be accompanied with a job card which can be downloaded at our website - www.morningstarfiber.wordpress.com/jobcard
- If your fiber cannot arrive to the mill prior to the 1st of the month, due to unforeseen circumstances, please call ahead and make us aware of the necessary arrangements. This may void your deposit.
- A \$25 storage fee will be assessed to any orders arriving earlier than the designated dates.
- After your fiber has arrived to the mill, if no payment is received within 60 days of invoicing, the fiber becomes property of Morning Star Fiber.

During Processing Phase: (after the 1st of the month prior to your scheduled month)

- Fiber MUST arrive in the allotted timeframe stated on the invoice to allow time for proper evaluation and cleaning.
- Skeins outside of standard units stated on the pricing sheet may have an additional charge per pound. This is especially true for 2 oz or half-sized skeins.

- All blending fiber amounts are estimated and may be altered based on actual use during production.
- Costs for purchasing blending fiber will be in addition to processing cost per pound. Your invoice will state the current market price when your order is created.
- Requests for special completion dates will be noted but cannot be guaranteed.
- Requests for subsequent changes to order after payment are subject to approval and could result in production delays and/or additional customer costs.
- Because clean yields on raw fiber is not an exact science, any overage in cost between invoiced amount and actual processing amount must be paid before finished products will be returned. If full payment is not received within 30 days of completion, products become the property of Morning Star Fiber.
- Any surplus payments above 5% of the total invoice will be refunded to the customer or can be left on their account to be applied toward future processing for up to 12 months from the completion of their order..

After Processing:

- Completed runs will be boxed up and billed for return shipping and handling when the customer's total order is completed. Customers will receive an updated invoice with these costs and the tracking number.
- Shipping insurance will be placed on the return shipping that covers the cost of the processing, unless otherwise noted by the customer.
- Completed orders will not be shipped until any additional shipping and processing costs that have been invoiced are paid.
- Each product is returned with a completed job card stating: incoming weight, washed weight, finished weight, waste weight and number of units and their measurements. Requests for additional information will be considered, but are released only at MSF's discretion.
- Complete processing records of your products are property of MSF and will remain on file with our company for at least a period of 5 years to ensure duplication of previous runs done for our customers.
- All finished products will be properly stored and can be shipped/picked up at any time by the customer. Customers may request individual product runs to be returned as they are completed, however additional shipping/handling may apply.
- Return shipping is handled via FedEx unless requested otherwise.
- If shipping is not paid within 30 days of order being completed product will become property of Morning Star Fiber.

I, _____, have read the above terms and conditions and I agree to operate by them while using Morning Star Fiber for my fiber processing.

(signature)

(date)