

# CUSTOMER CHECKLIST



Wild Red Clover Ranch & Fiber Mill

PO Box 440155

2335 East 4000 North

Koosharem, UT 84744

Ph. 435-287-4446

[annette@wildredclover.com](mailto:annette@wildredclover.com)

[troy@wildredclover.com](mailto:troy@wildredclover.com)

- ☐ NEW customers - complete all forms in the customer packet.
- ☐ EXISTING customers – complete the fiber bag inserts. Update any information, if needed.
- ☐ Ink or digitally sign and mail/email the New Customer Service Agreement to the fiber mill.
- ☐ Call/email to schedule your fiber processing.
- ☐ Skirt all fibers. Please remove hay pieces, burrs, sticks, manure, toenails, and other visible debris. We do not offer skirting services. We will return or dispose of fleeces with excess vegetable matter.
- ☐ Send fiber to the mill one month before your reservation date.
- ☐ Include a fiber bag insert in each bag.
- ☐ Ship fiber in clear plastic bags. Please do not knot, tape, or tie off the bag.
- ☐ Pay \$50 deposit to reserve spot. This deposit goes toward your fiber processing cost.

# NEW CUSTOMER SERVICE AGREEMENT



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[annette@wildredclover.com](mailto:annette@wildredclover.com)

[troy@wildredclover.com](mailto:troy@wildredclover.com)

Name: \_\_\_\_\_

Billing Address: \_\_\_\_\_

City: \_\_\_\_\_

State: \_\_\_\_\_

Zip: \_\_\_\_\_

Phone: \_\_\_\_\_

Email: \_\_\_\_\_

Thank you for choosing Wild Red Clover Ranch & Fiber Mill for your fiber processing. We support the farm-to-yarn movement, and our knowledge and sustainable practices help us deliver a superior product that our customers love. Please read the following information regarding our policies. Your signature is required and then mail/email to the fiber mill.

## IMPORTANT REMINDERS:

We do not offer skirting services.

Fiber can be rejected for any reason and is shipped back at the customer's expense. Rejection of fiber may happen for the following conditions: not skirted properly, significant vegetable matter, matting and/or tags are present, presence of moth casings and/or eggs, or stored in mothballs. We are not able to process fiber with dandruff, lice, or scurf.

Please do not prewash your fiber. All fleeces must be washed in our facilities using our washing products.

# NEW CUSTOMER SERVICE AGREEMENT CONT.

## Customer Responsibilities

Skirt fiber before sending it for processing. Incoming weight determines processing charges, and proper skirting will help save you money. Fiber with minimal vegetable matter will result in a higher quality end product.

Schedule your processing by calling or emailing the fiber mill. A \$50 deposit will secure your reservation. We will invoice you for your deposit through QuickBooks.

Pay final invoice upon fiber processing completion. At 60 days past due, the product will become property of Wild Red Clover Ranch & Fiber Mill. No finished product will be delivered until balance is paid in full.

## Wild Red Clover Ranch & Fiber Mill Responsibilities

Provide clear communication and information regarding pricing, product descriptions, and the best possible products available for your fiber.

Provide you the highest quality processing available for your fiber with accurate labeling.

Provide up-to-date processing information.

Maintain records of all processed fiber.

Customer's Signature: \_\_\_\_\_

Customer's Printed Name: \_\_\_\_\_

Date: \_\_\_\_\_



## DIRECTIONS FOR MAILING/DELIVERING FIBER

### Mailing Fiber:

Please do not use FedEx.

UPS:

Wild Red Clover Ranch & Fiber Mill  
2335 East 4000 North  
Koosharem, UT 84744

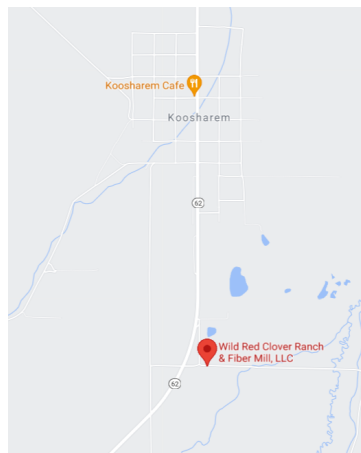
Post Office:

Wild Red Clover Ranch & Fiber Mill  
PO Box 440155  
Koosharem, UT 84744

### Dropping fiber off at the mill:

2335 East 4000 North  
Koosharem, UT

The mill is located about one mile south of Koosharem. You can find our location on Google Maps. Our street, 4000 North, is located on the East side of Highway 62.





## FIBER BAG INSERT

Customer Name: \_\_\_\_\_  
Animal Name: \_\_\_\_\_ Age of Animal: \_\_\_\_\_  
Bag # \_\_\_\_\_ of \_\_\_\_\_ Fiber Color: \_\_\_\_\_  
Animal Breed: \_\_\_\_\_

Blending Fibers: type of fibers provided \_\_\_\_\_

Dehairing/Fiber Separating \_\_\_\_\_

Product (please check one):

- ☐ Cloud  
☐ Roving  
☐ Roving Center Pull Bumps

Center Pull Bumps: \_\_\_\_\_ yards/bump or \_\_\_\_\_ ounces/bump Center Pull

- ☐ Drawn Roving Top  
☐ Drawn Roving Top Center Pull Bumps

Center Pull Bumps: \_\_\_\_\_ yards/bump or \_\_\_\_\_ ounces/bump

Batts \_\_\_\_\_

Needle Felted Sheets: Size \_\_\_\_\_

Yarn

Lace

DK

Lopi:

Core Spun/Rug Yarn

Fingering

Worsted

Bulky

Thick cotton core

Sport

Bulky

Thin

Medium cotton core

Thin cotton core

\_\_\_\_\_ yards/bump

Ply

Single

2-ply

3-ply

Other: \_\_\_\_\_

Skeins

200 yards

Other yardage: \_\_\_\_\_

Cones

Wax