

Texas Handwoven Creations

Terms and Conditions

Note: This form only needs to be filled out and submitted one time. We will place your completed form in your file for future orders.

We strive to create a product that we can be proud of and you can enjoy for many years to come. Although we process fiber grades of seconds and even thirds (when properly skirted), your cooperation with the following is necessary to insure a quality end product.

1. DO NOT send fleece that has been exposed to insects, insect eggs, has excessive debris, or excrement of any kind. Fleece with lanolin currently cannot be processed on our equipment. Any in the above categories will be returned at your expense or disposed of if we can not contact you.
2. We recommend that you do not wash your alpaca or llama fiber. Washing (depending on method used) can make it more difficult for us to process. Brushing or blowing off your animal prior to shearing is advisable. Proper skirting of any fiber type assures a better end product!
3. If you decide to wash your fiber, we recommend that you do not use mechanical equipment or devices. For best results you should wash the fiber by hand and only use a small amount of baby shampoo or gentle liquid soap. We recommend the drying method of laying fiber between two screens and placing it in the sun until it is completely dry.
4. DO NOT send wet or damp fiber. Allow any wet fiber to dry thoroughly before packing & shipping. Fiber condition should be such that can easily be pulled apart by hand. If your fiber must be tumbled or carded multiple times due to "clumping or tough" condition, additional fees may apply.
5. A storage fee based on weight will be charged for all fiber kept at Texas Handwoven Creations for longer than our standard processing time of approximately 3-4 months. If an order does not accompany the delivery of the fiber; the storage fee begins at the time the fiber is received. Please see Storage Information and Fees at www.ingridshand-wovenrugsinc.com/storage for details.
6. To ensure efficient processing and minimal fiber loss we recommend a staple length between 2" to 4". Be aware that there is always some fiber loss during the tumbling, carding and spinning processes. We take care to reduce the amount of this loss; however, small diameter and short length fibers are inherently difficult to process, resulting in a certain degree of unavoidable loss. The amount of loss varies from fleece to fleece.
7. Our finished products are processed and woven by hand, making each product unique. This also means that each product will have some variations in color, length, and/or construction. These variations are to be expected as part of the beauty and uniqueness of your new creation.
8. When submitting an order you must ensure that you are sending the needed amount and color(s) of fiber in order for processing. Refer to the size chart at www.ingridshand-wovenrugsinc.com/rug_details to estimate the overall amount of fiber needed. Simply add up the value under the "Pounds of Fiber" column that correlates to each rug size you desire. We recommend you send extra fiber to compensate for fiber loss during process and bound finished ends (if applicable).

9. We will attempt to contact you when your order is ready to be processed. A non-refundable deposit is required before we start your order
10. Full payment is due upon completion of your order.
11. Your product WILL NOT be shipped until we have received full payment.
12. If we have not received full payment within 30 days we will place your order in storage resulting in a 2% weekly fee until payment is received.
13. If we have not received full payment within 90 days, we will calculate how much of the order your deposit covers; after subtracting shipping costs, handling, processing, and storage fees --- and ship this product to you. The remaining product that is not covered by your deposit will become the property of Texas Handwoven Creations.
14. Place a completed "Customer Information" form in each shipping container. Your order will not be processed until we have this information. This form is available at: www.ingridshand-wovenrugsinc.com/shipping/instructions. If you do not have a printer, then write the information onto separate pieces of paper and include one in each container.
15. Use the Order form at www.ingridshand-wovenrugsinc.com/rug_details/pattern_and_pricing to select the pattern(s) you would like and provide us with any specific instructions. See other order related details on the same page.
16. We are not responsible for fiber loss due to insect infestation, excessive vegetation or debris, excrement, or because of equipment malfunctions, fire, theft, flood, or any other loss or damage caused by natural or accidental circumstances.
17. We reserve the right to refuse any of our services to anyone for any reason at any time.
18. All prices are subject to change without prior notice.

I have read and agree to all of the above instructions.

Name of Business (if any)

Printed Name

Date

Signature