



***Spinners of Natural Fiber Since 1898***

P.O. Box 188 – 5 Water Street, Springvale, ME 04083  
 Phone: (207) 324-4455 or 1-800-225-8023 / Fax: (207) 490-2661  
 E-mail: [order@jaggeryarn.com](mailto:order@jaggeryarn.com) / Website: [www.jaggeryarn.com](http://www.jaggeryarn.com)  
 Connect with us on Facebook: [www.facebook.com/pages/jaggeryarn](http://www.facebook.com/pages/jaggeryarn)

**TERMS OF SALE**

PUT UP:	One pound cones, 50 gram hanks & 100 gram hanks.
MINIMUM ORDER:	One (one pound cone) or one bag of five (of one color) hanks.
PAYMENT:	Prepay, C.O.D. (\$10.00 fee), MasterCard, Visa, Discover, American Express
CREDIT:	You may apply for credit by filling out our credit application. Please allow 3-4 weeks for processing. If credit is approved, terms are 1%-10, net 30 days.
MODEL CREDIT:	We will issue a credit to your store account for Jagger Spun yarn used to make a model. Please e-mail a photo of the finished product with your credit request.
BACK ORDERS:	We will make every effort to ship orders complete. We do not back order the hanks. We will back order cones at your request.
SHIPPING:	All regular in stock order items will ship within 2-3 days of the order being placed. We pride ourselves on shipping quickly. If you need to change or cancel your order please call us as soon as possible and we will do our best to accommodate your request. Once your order has left our warehouse we cannot cancel or change the order. If you need expedited shipping additional S&H charges will apply.  Orders with <b>future ship dates</b> will be <b>shipped and billed on that date</b> . Please call us at any time up until 48 hours before the ship date to change or update the order.
GUARANTEE/RETURNS:	Jagger Spun stands behind the quality of our products and will gladly refund payment for any yarn which is defective. If for any reason you are dissatisfied with your order, please contact us within 60 days and we will be happy to process your return or exchange. There will be a 10% re-stocking fee on orders returned within 60 days.  Returns over 60 days <b>MUST</b> be pre-approved and will incur an additional re-stocking fee. Orders over 100 lbs will be charged a 20% re-stocking fee.