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 Email: [order@jaggeryarn.com](mailto:order@jaggeryarn.com) Website: [www.jaggeryarn.com](http://www.jaggeryarn.com)  
 Phone: (207) 324-4455 or 1-800-225-8023

### TERMS OF SALE

CUSTOMER ACCOUNTS	<ul style="list-style-type: none"> <li>• In order to qualify for a Jagger Spun account you must be a business within the fiber arts/textile industry.</li> <li>• Please note that we must have a copy of your Federal Tax ID, EIN or business registration certificate for us to be able to sell to you wholesale. If you are out of the USA, we will need a copy of your VAT/GST certificate. <i>We are unable to process applications without a copy of your Federal Tax ID, EIN or business certificate. Providing the license number only is not sufficient.</i> Please e-mail a copy to <a href="mailto:order@jaggeryarn.com">order@jaggeryarn.com</a> when you fill out the wholesale application. Incomplete applications will result in a delay in processing and subsequent deletion of the application. Applications do take 24-48 hours to process. You will receive an e-mail when the application is approved.</li> <li>• We do not allow/approve of sales through third party host storefronts such as Facebook, Etsy, Ebay and/or Amazon any violation of this policy will result in closure of your account.</li> </ul>
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	Cash Before Delivery- MasterCard, Visa, Discover, American Express, Wire
CREDIT	Established customers can apply for Net 30 terms.
RETAIL STORE SAMPLE CREDIT	We will issue a credit to your store account for Jagger Spun yarn used to make a sample. Please e-mail a photo of the finished product with your credit request.
BACK ORDERS	<p>We will make every effort to ship orders complete.</p> <p>We do not back order hanks.</p> <p>We will back order cones at your request.</p>
SHIPPING	<p>All regular in stock order items will ship within 2-3 days of the order being received. 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&amp;H charges will apply. Insurance is added on orders over \$300.</p> <p>Future ship date orders are limited to 6 weeks out from the time the order is received orders will be shipped and billed on that date. Please call us at any time up until 48 hours before the ship date to change or update the order. We will not call before shipping the order.</p> <p>Special predated consideration will be made for large cone orders to ensure we have the stock on hand.</p>

<p>GUARANTEE/RETURNS</p>	<p>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. After 60 days we will not accept returns or exchanges. Orders over 100 lbs. will be charged a 20% re-stocking fee. All fiber sales are FINAL. No returns.</p>						
<p>VOLUME DISCOUNTS FOR CONE ORDERS</p>	<table border="0"> <tr> <td style="padding-right: 20px;">5%</td> <td style="padding-right: 20px;">50 lbs. and over</td> <td>One product line, one color, one ship date</td> </tr> <tr> <td>10%</td> <td>100 lbs. and over</td> <td>One product line, one color, one ship date</td> </tr> </table>	5%	50 lbs. and over	One product line, one color, one ship date	10%	100 lbs. and over	One product line, one color, one ship date
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<p>CUSTOM PRODUCTION ORDER TERMS</p>	<ul style="list-style-type: none"> <li>• Please allow up to 14 weeks for custom orders.</li> <li>• Additional handling, repacking and skid charges apply.</li> <li>• Mill cones available</li> </ul>						
<p>ADDITIONAL CHARGES</p>	<ul style="list-style-type: none"> <li>• Repacking from ½ or full cases in to smaller boxes additional charge of \$3 a box.</li> <li>• Ply yarn - \$3.50 a pound in even increments</li> <li>• Up-twisting - \$3.50 a pound</li> <li>• SL1/24- Back-winding and re-waxing no additional charge please allow for extra time.</li> </ul>						