

Important Notes for American Customers

Sending wool to us from the US is not difficult; you just have to work through the system. The following instructions for packaging and sending your wool or fiber should get it to us safely.

Please also read and follow our ***Survival Notes for Custom Processing.***

Shipping

We strongly recommend using the regular mail (US Postal Service) to ship your wool or fiber. Shipping via other services can result in problems during Customs brokerage/clearing and delivery to the mill.

Packaging

Pack your wool or fiber in packages, no more than approximately 40 lbs per package. For packaging material, feedbags or gunny sacks work very well. Cardboard boxes are less ideal but okay.

If you have more than one package (sack, box, bag etc.) please number the packages 1 of n, 2 of n, 3 of n, etc. where n is the total number of packages you are sending. If you have more than one lot, number the lots as well.

Put your order instructions in each package, and put your return address on each package.

Send your wool or fiber to:

Custom Woolen Mills
RR#1 Carstairs, Alberta T0M 0N0
Canada
Phone: (403) 337-2221

Canada Customs

Canada Customs will want to know that you are sending **RAW FIBER**. To make life easier for the Customs Officials, write "**Raw Fiber Classification Number for Import into Canada: 5101.11.00.00**" and "**GST Exemption Number: 60**" on the outside of each package.

Declared Value

Do not value your fiber for more than \$20.00 CDN. We are NOT buying it. Any goods under \$20.00 CDN do not need brokering.

Payment

We will bill you when your order is completed and ready to ship. Visa or Mastercard are the preferred method of payment for US customers. You will be billed in Canadian Dollars and your credit card will bill you according to the exchange rate at the time of processing. For current exchange rates go to: www.xe.com.

Taxes and Duty

There should not be any taxes or duty charged on your wool or fiber when it is returned to you unless the goods are processed for resale.

There! You have just overcome a trade barrier - we hope to hear from you soon!