



Instructions for Sending Horsehair



Thank you for ordering a Tara's Equine Designs (TsED) custom keepsake. Follow the instructions below for sending your horsehair for processing.

Amount of hair needed – Please send at least a pinkies diameter (about ½”) of the longest available hair (preferably tail hair) for your item. You may send all the hair you have if the horse is no longer with you. If you are sending hair from the mane and have not paid the \$30.00 mane hair fee please enclose a check made out to Tara Kuhn with your hair.

Preparation of hair – Put a rubber band around the top of the bundle and comb the hair **thoroughly** with a human hair comb. If you prefer for me to comb the hair before I wash it enclose a check for \$30.00 made out to Taraden and I will comb it for you. Failure to comb the hair thoroughly or enclose a check will result in a request for a \$50.00 comb out fee before your order will be processed. You do not need to wash the hair, though it is very much appreciated, but if you do let the hair dry for at least 3 days before sending to avoid mold growth on the hair which may damage it. Do not send hair that is braided.

Packaging – Hold the bundle of hair at the top and wind it around your hand. Place the bundle in a Ziplock baggie. Write your name, address and phone number on the baggie and place in an envelope. TsED recommends a bubble mailer. Send the package to:

Tara's Equine Designs
145 Leesville Loop
Aberdeen, NC 28315

TsED recommends sending the package with a tracking number by any carrier you choose but please **do not** send it signature required.

When we receive your package – You will receive an email which will let you know your package has been received and contain the expected turnaround time of your order. All orders are processed on a first come first served basis and can take 4 or more weeks to ship depending on how many orders are in house at the time your package is received. Make sure to put TsED on your whitelist so you will receive any emails from us. Note: emails may be sent several days after the package has been delivered.

When the order is complete – You will receive an email that your order has shipped.

Something to consider – We understand that you are anxious to receive your custom keepsake jewelry and we will do everything we can to get it to you as quickly as possible. Please do not send emails requesting the status of your order unless the expected turnaround time has passed and you have not heard from us.