

80 Smith St, #7
Farmingdale, NY 11735631-414-7464
email:info@costumeamerica.co**DUE TO INCREASED VOLUME, AS OF 2022:**

We need a minimum 4 weeks on average to pull a show greater than 50 costumes. We reserve the right to impose a 20% surcharge on total order amount if received less than 4 weeks prior to actual pick up or delivery, including **all paperwork**.

PAPER WORK IS:

- A) Cast list w/measurements
- B) COSTUME PLOT CIRCLED w/costume choices
- C) Fully executed rental agreement with provisory CC# for security against loss or damages
- D) Theatrical Rental Order Form
- E) 25% deposit OR School PO# for entire amount of order

Rates and Rental Periods:

Theatrical costume rental rates are based on type of costume, quantity of costumes and length of usage (time out of our shop). All prices are on our costume plots & invoices - **PLEASE** read them. If you still have questions, call us and we will explain. If we can help you place your order earlier, it helps us with more lead time to give you our very BEST!

Initially, rates are based on a period of up to **2 weeks**. Rates for extra weeks are as follows: **3rd week: ½ original rental rate 4th week: ¼ original rental rate**. Longer rental periods will be quoted on request.

Payment (Deposits, Balances, and Other Fees):

Under normal circumstances, an order is considered placed upon **receipt of a 25% deposit (or a purchase order for full amount)**. **Once reserved & after 72 hours, deposits are non-refundable**, regardless of changes or cancellations. ***If a situation arises necessitating a production cancellation or date change, contact us.*** We will make every effort to accommodate your booking to a new date, if possible.

Final balance is due at pick up or due prior to ship date. We accept Visa, MC, Amex, Discover, school checks and purchase orders. (We require Purchase Orders be paid within 14 days from pick up date or shipment date.)

As mentioned above, we need a valid credit card on file with signature in the event PO is not fulfilled within the designated 14 days and in the event of damages or late returns or non-returns. **Costume America will not** pull, alter, or ship costumes without an authorized credit card number printed on file. (refer to paperwork)

Damages: (Responsibility of Credit Card Holder on File)

We have seen excessive damages to rental pants due to **KNEE SLIDES** on stage. Such slides cause synthetic fabrics to melt, natural fibers to rip apart in non-seam areas. These pants must then be replaced as they are no longer wearable. The following fees will be charged for such damages (**with notification after return inspection**)

| | | | |
|--------------------------|-------------------------|-------------------|--|
| Individual slacks | \$15.00 per pair | Suit Pants | \$50.00 (as entire suit must be replaced) |
|--------------------------|-------------------------|-------------------|--|

We have thrown away more socks that come back from brand new to ruin than we can count. Therefore we will ask that actors provide their own socks for their costumes. Or they may purchase them from us at \$5.00 per pair.

Damages on clothing from makeup application. We get it! Actors need makeup (and we sell makeup). We also sell BARRIER SPRAY which works wonderfully to reduce or eliminate transfer stains. Barrier spray comes in a 2 oz bottle @ \$14.99 per bottle, and when sprayed on makeup seals it to prevent transfer. If your costumes return with makeup stains that we cannot remove, you will be charged item replacement fees. It's so much easier and less expensive to pick up 2 or 3 bottles as insurance. One bottle sprays 30-35 actors' faces & necks

Alterations:

At no extra cost, we alter your costumes using measurements you provide. We cannot be held accountable if measurements are wrong. We also provide detailed instructions on how to measure that are part of the original paperwork packet. If costumes need to be re-altered once received please do so using **ONLY medical tape or hand stitches or safety pins**. **NEVER use Duct tape** as it leaves a permanent residue that ruins costumes.

Missing Items on Receipt:

Costumes should arrive to you in good rental condition. If you notice an item is damaged please let us know **immediately**, so a replacement can be sent out. Your order also contains a detailed packing list of all costumes in alphabetical order by actor. It is your responsibility to check your list against what actors' orange tags say before distribution and notify us of discrepancies. If we made a mistake we will fix it and make you happy.

Missing Items on Return: (Responsibility of Credit Card Holder on File)

Upon your return we will check in costumes and record missing items. You will be notified with a designated amount of time to locate items. After 3 weeks you will incur a replacement fee on all items that have not been found in said time.

We check for damages/missing items and charge for beyond normal damages or replacement of them.

We suggest you use your packing list as your bible to know what each actor is responsible for.

For return we request all costumes be removed from hangers and placed in individual bag(s) clearly marked with each actor's name (tall kitchen trash bags work great) as it speeds up check in and affords better accuracy.

We ask that all hangers be put in box or bag and we will sort and discard unuseables on our end.

Shipping:

The customer pays all shipping costs related to their show. Costumes are shipped using the most **cost-efficient** option.

If however, we receive your order late, RUSH SHIPPING FEES MAY BE NECESSARY to get your order to you in time for first dress.

Shipping costs are determined based on destination, weight and box dimensions x number of box(es) shipped. Costumes must be received back to Costume America no later than 5 days following your last performance or an additional charge of **\$15 per costume/ per day late fee will be assessed for each day late**. If you accidentally return personal items with our costumes, we will notify you immediately. You then have 3 weeks to either pick up the costume(s) or allow us to ship the costume(s) back to you **at your expense**. If we do not receive a response within 3 weeks of notifying you, we will consider the items abandoned and dispose of them as we see fit.

Costume America reserves the right to charge the card below in the event customer does not return phone calls or emails regarding final balance and/or payment because of damages or late fees. By signing below, the customer is accepting all responsibility for costumes in their care.

I agree to the stated terms and conditions:

Printed Name: _____

Signature: _____ Date: _____

Credit Card Number: _____

Expiration Date: _____ Security Code: _____ Zip Code _____