

Production Title _____ Today's date _____

Producing Organization _____

Contact name _____ Position title _____

Billing address: _____ Shipping address _____
(if different)

attn: _____

Is this a residential address? Yes No (Circle one)

Phone (best) _____ Phone (alt) _____

Phone (message) _____ FAX _____

Your e-mail _____ Billing e-mail _____

Schools: PO# _____ Amount _____ Co. website _____

Opening date _____ Closing date _____

PAYMENT: We accept school purchase orders for payment guarantee (signed paper copy required), provided all previous invoices have been paid in accordance with our terms. For all other orders, a credit card is required as guarantee of payment. An initial deposit may be charged at time costumes are delivered. If full payment is not received 30 days following presentation of invoice, the card will be charged. The card may also be charged for damage or other charges incurred under this contract. Balances paid by credit card are subject to a 3% convenience fee.

Name on Card _____ Card Type VISA MC AMEX DISC (Circle one)

Card number _____ Expiration: _____ CCV# (3 digit) _____

Cardholder's signature indicating acceptance of above terms: _____

BINDER: Producing organization certifies that it has read and agrees to abide by all conditions of rental contained in this and following pages of this contract. Upon execution, this agreement shall become binding upon both parties and is a legal document that shall remain in effect until completion of all activities described herein. Changes, if any, must be received in writing and agreed to by both parties. Producing organization agrees that any violation of the terms of this agreement may result in additional charges at The Theatre Company's sole discretion, and agrees to return all Theatre Company property on demand in the event of such a violation. Theatre Company assumes no liability whatsoever for accident or injury to costume wearers or handlers.

Signer: I have read and agree to the terms of all four (4) pages of this agreement, and do warrant and attest that I have the authority to sign on behalf of producing organization.

Signature of Producer Representative: _____ date _____

Printed name of Producer Representative: _____

Please fill out completely and return **ONLY THIS PAGE** to THE THEATRE COMPANY

Although the following pages need not be returned to us, please read them carefully prior to returning page one of this document – the following terms are part of your rental agreement. They will answer many, if not all, of your questions and ensure your costume rental experience goes smoothly.

WHAT IS INCLUDED IN MY COSTUME?

- A complete costume includes all visible garments. Not included are wigs, footwear, jewelry, props, underwear, or consumables. Outerwear will usually be considered an additional half costume for pricing purposes. Wigs, footwear, specialty items, and consumables may be provided at an additional fee if requested, subject to availability.
- Consumables may include fans, parasols, short gloves, women's tights or hose, etc.
- Because we charge on a per costume basis, it will be more economical to request complete costumes with corresponding accessories, than to take individual costume pieces.
- We cannot guarantee that any specific costume will be available in a particular size at a particular time, but we will do our best to provide a costume appropriate to the actor / character.

REQUIRED PAPERWORK:

- If we are pulling the show for you, we should receive your signed and completed contract, your purchase order or guarantee of payment, all measurements, cast lists, costume breakdowns, and specific requests at least 4 weeks before your opening date. Please make sure to fill out the contract completely, even if you have worked with us before.

COSTS AND PAYMENT

- Rental fees are based on production dates of up to 4 weeks. Prices for shows with longer runs shall be negotiated in advance.
- A rental price will be quoted before delivery of costumes. The price is subject to change if items are added or returned.
- Prices are based on the number of complete costumes rented. Larger shows are given a lower rate.
- Some specialty costumes, such as beaded gowns, hardheaded mascot costumes, etc. may cost more than a standard rental fee. If your specific requests require us to construct new costumes (subject to time and availability), these may incur higher rental fees. Rental rates on non-stock costumes will be quoted on request.
- There is no sales tax on costume rentals. Sales tax will be applied to purchased items.
- Shows that total less than \$200 must be paid in full by the time of pickup or shipment.
- Schools: A purchase order (hard copy) must be received prior to costumes leaving the building. You may fax, mail, or present the purchase order in person. Organizations that guarantee payment with a credit card will be charged a partial payment at time costumes leave our building, with the remainder billed on opening day.
- We do not invoice you until your opening performance. You will not be charged for any unused costumes provided you return them to us by your opening day.

MEASUREMENTS AND ALTERATIONS

- Measurements should be sent on our measurement sheets or appropriate substitutes. You may download the charts from our web site, or we will be happy to mail or fax them to you.
- We will send costumes according to the measurements you provide. If there is a problem with specific costumes you have requested, we will discuss it with you well in advance of your costume arrival date.
- Since all bodies are different, some alterations may be necessary on your end. For example, you should expect to adjust hems.
- Please be sure the person taking measurements is qualified to do so. We strongly recommend carefully reviewing our costume measurement guidelines.

CARE OF COSTUMES

- If your show has specific needs that may cause irreparable damage to costumes, please discuss that with us as in advance so we can work out some way to accommodate your needs. For example, in *Dracula* some characters may get stage blood on their costumes. We can help with product recommendations, and use of fabrics that will allow stains to be removed.

- Similar situations to watch out for include eating, drinking, or smoking in costume; the use of stage blood or excessive makeup; dance moves that are especially hard on costumes, such as knee slides. Skid marks and torn knees are not “normal wear and tear,” and may result in full suit replacement charges. Please discuss solutions with us IN ADVANCE if you anticipate this situation.
- You do not need to clean costumes before returning, but please make sure they are completely dry before packing or shipping.
- Please powder all makeup thoroughly to reduce the chance of staining costumes.
- There may be an hourly charge if we need to scrub out excessive makeup, and a replacement fee may be charged if it cannot be removed.
- The use of deodorant and undershirts is strongly recommended. The use of cologne, perfume and after-shave is discouraged.

DAMAGE, LOSS AND REPLACEMENT

- All costumes remain the property of THE THEATRE COMPANY. The producing organization agrees to pay replacement costs for any items lost or damaged beyond normal wear and tear. Replacement costs will be assessed based on cost of materials, time and labor.
- All costumes must be returned in the condition in which you received them. Altered costumes should be returned to original size unless arrangements are made in advance. Cutting, irreversible alterations, unsatisfactory repair of rips or tears in fabric, burns, dyeing, painting, gluing, or stains may be considered permanent damage.
- The use of sticky Velcro, fusible hem products such as Stitch Witchery and Wonder Under, tape and staples is prohibited.
- Using safety pins as an alteration instead of sewing often results in tears in the fabric of the costume, and may be considered permanent damage.
- Any trim or labels you have added or alterations you have performed should be removed before the costume is returned, to avoid an hourly charge for their removal or restoration.

PICKING UP, EXCHANGING, AND EARLY RETURNS OF COSTUMES

- Provided your paperwork is received well in advance, we will have your costumes ready in plenty of time for fittings and rehearsals. Please order early so we will have time to do our best work for you!
- If you will be sending a delegate to pick-up, exchange, or return costumes, please be sure to notify us in advance.
- In order to be credited for costumes returned unused, they must be returned to The Theatre Company by your opening date. Please call to make an appointment to return, or call to let us know you are shipping back early returns.
- We reserve the right to charge a \$5 per costume restocking fee on unused from self-pulled costumes. Self-pull designers may avoid these charges by returning all unused items to stock location.
- Notify us immediately following receipt of your costumes if you believe anything is missing from your inventory, or if costumes appear to be missing. Also notify us in cases where cosmetic distressing or wear and tear have not been noted on the inventory. We do not want your production to be charged for damage you are not responsible for. When in doubt please call us. Otherwise, we will assume the inventory supplied is accurate for billing purposes.

RETURNING COSTUMES AFTER THE SHOW

- You do not need to clean costumes prior to returning. Cleaning costs are included in the rental fee.
- Do NOT reuse plastic garment bags, as they trap in moisture.
- All costumes are to be returned or shipped back within 1 week of show closing date. If costumes are returned late, a penalty of 10% of the rental fee per week late may be assessed.
- Costumes should be returned on hangers as supplied and identified with the actor's or character's name. They should ideally be returned in the order they appear on the Theatre Company inventory, tagged as they were prior to shipment – but organization is the most important thing.
- If returning in person rather than shipping, an appointment to return should be made in advance, so that rack space can be available and staff present to check in your costumes when you arrive. If it is necessary to change the return appointment, please provide as much notice as possible.

- Please allow adequate time for the check-in process. If you choose not to wait until your show is checked in, you agree to accept the accuracy of Theatre Company's check-in.
- All accessories should be attached to hanging garments except for crushable items, which should be packed separately with the corresponding actor's or character's name.

SHIPPING INFORMATION

- Shipping will be via UPS ground in most instances. Under certain circumstances with large items, it may be necessary to ship in wardrobe boxes via truck freight. Please allow extra time for such deliveries.
- UPS will not predict delivery by a specific date unless the delivery address is a business address. Please allow for extra delivery time for shipments to a residential address.
- The producing organization is responsible for all shipping costs both ways. We will prepay costs for shipping costumes to you, and include the charge on your invoice.
- Returning costumes should be sent via UPS ground unless other arrangements are made in advance.
- If costumes are lost on the return shipment, you will be liable for **replacement** costs. Replacement costs can far exceed the rental charge. Please insure all boxes and/or check to make sure your theater/school is insured for such a loss. We recommend insuring each returning box for \$999.
- Since shipping costs are based on weight and distance, we cannot determine the shipping cost until the show is boxed and ready to ship.
- UPS will not guarantee the safe arrival of shipped packages unless shipped in new boxes. We charge a nominal fee to supply boxes.

TRANSIT TIME

- Costumes will be shipped with adequate time for fittings and rehearsals prior to opening performance, provided your paperwork is received in time. We will do our best on last-minute orders, but planning early will allow time for adjustments and avoid costly overnight shipping charges.
- We will ship UPS ground unless you request next day, second day or three day select at your expense. If we receive all necessary information in a timely manner, there will be plenty of time for ground shipping.

CHECKING IN YOUR SHIPMENT

- Notify us by the next business day following the receipt of your costumes if you believe anything listed on your inventory is missing, if costumes you requested are not included, or if there has been any damage incurred in shipping. Otherwise, we will assume the inventory supplied is accurate for billing purposes.

RETURN SHIPPING

- All returned costumes should be shipped within 1 week of closing. Our address is:
THE THEATRE COMPANY
1400 North Benson Avenue
Upland, CA 91786
Phone: (909) 982-5736
- Please follow the return shipping guidelines enclosed with your shipment or available on our website.
- Be sure to check pockets for personal items, wipe make-up off hatbands, etc. before packing.

PROGRAM INFORMATION

- We appreciate the following credit in your program: "Costumes provided by The Theatre Company, Upland, CA." When appropriate, our designers appreciate personal credit as well.

A FINAL NOTE

These detailed guidelines have been developed to ensure that you know exactly what to expect and get exactly what you want. Our goal is to make YOU look good – don't hesitate to let us know if you have questions or concerns. We're here to help!