



## PLEASE READ BEFORE UNPACKING

ENCLOSED ARE THE COSTUMES YOU REQUESTED.

Please make sure that the inventory enclosed is accurate as you unpack!

If you are missing any items or note a mistake in your inventory, please notify your show coordinator right away. Call (909) 982-5736 or email [designers@theatreco.com](mailto:designers@theatreco.com) as soon as you have checked in your shipment.

**\*\* PLEASE SAVE THE TAGS ON EACH COSTUME FOR USE WHEN REPACKING LATER. \*\***

*At The Theatre Company, we're proud of our costumes and want to be sure that you are happy with them as well. Don't hesitate to call us with any problems, however large or small – we will work with you to resolve them swiftly and make sure you have what you want!*

**AS A REMINDER:** return any unused costumes to us prior to your opening performance in order to receive full credit.

### **Costume Return Delivery Instructions**

(If shipping, see "Return shipping instructions")

- Please make an appointment to return your costumes with our shipping/receiving staff. This allows us to provide adequate rack space and personnel to expedite your check-in.
- Please make sure costumes you return are dry, on hangers, and tagged as they were when delivered to you. This speeds up the check-in process greatly, and minimizes the possibility of damage in transit.
- Please plan to remain while your costumes are checked in. If you choose not to be present, or have sent a representative in your place, you agree to accept our inventory results as accurate.

### **Costume Return Shipping Instructions**

- It is much easier to check in your costumes if you return them the same way they were shipped to you: hung on hangers, with soft accessories pinned to garments and tagged with actor or character name. Please do NOT reuse plastic dry cleaning bags; they can trap residual moisture. If costumes are not returned on hangers, an additional fee will be charged for this service when our personnel have to perform this task.
- Please make sure the items you return to us are the same as those shipped to you by checking against your white inventory list.
- Pack all hats and fragile accessories carefully and separately if necessary. Make sure all costumes are dry before packing.
- Don't rush the repacking! You are liable for replacement costs of any unreturned or damaged items (crushed, torn, stained, etc).
- We recommend that you insure all shipments appropriately.
- Costumes should be shipped within 1 week following your closing performance. We reserve the right to charge a late fee if costumes are not returned within ONE WEEK OF CLOSE of your production.

**Please see reverse side for costume care instructions**

# Costume Care Instructions

## ALTERATION GUIDELINES

Alterations, if necessary, must be done with a matching thread color (**no iron-on tape, stitch witchery, or glue of any kind permitted**). Please use large stitches, and make alterations easily removable.

**ABSOLUTELY NO TAPE PRODUCTS CAN BE APPLIED TO ANY GARMENT.** Tape residue found on costumes will result in hourly charges to remove it, or full replacement of garments if necessary. Please remove any labels or nametags sewn into garments prior to return.

When adding trims, laces or over pieces, they must be sewn on for use, and removed prior to returning costumes.

No cutting, dyeing, painting, or permanent alterations are permitted.

## CLEANING GUIDELINES

Since we clean all costumes upon return, cleaning is not required before returning your shipment. If you must clean them for any reason, please make sure that all items packed for return are completely dry. If cleaning is necessary during the run of the show, please follow these rules:

1. Many – but not all – blouses, shirts, and petticoats are washable. Use cold water only. If in doubt, call us or dry clean.
2. For non-washable fabrics, use a professional dry cleaner only.
3. Please **DO NOT** dry clean or wash sequined fabrics; call us for special instructions if cleaning becomes necessary.

**Please call your show coordinator at (909) 982-5736  
If you have ANY questions or concerns**

**All rules aside**, please remember that we are here to help you. Do not hesitate to call us after your costumes arrive with ANY concerns or questions. We want it right as much as you do – and we'll do everything we can to help solve problems. Best wishes for a successful show!

Your friends at **THE THEATRE COMPANY**