

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 (mobile) _____ FAX _____

Your e-mail _____ Billing e-mail _____

Schools: PO# _____ Costume budget _____ Co. website _____

First performance date: _____ Final performance date _____ pick up or ship? _____

PAYMENT: We accept school purchase orders for payment guarantee (signed paper copy required), provided all previous invoices have been paid in accordance with our NET 15 terms. For all other orders, a credit card is required as guarantee of payment. An initial deposit may be charged at time costumes are shipped or picked up. **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 form. Once costumes are received, this agreement shall become binding upon both parties. 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 document, 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*

The following 3 pages contain important detailed policies with which you are expected to comply

These pages have been updated as of October 2019 – please read them carefully! Although they need not be returned to us, the following information is part of your rental agreement and you are expected to comply with these rules. 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. Typically not included (unless noted elsewhere) 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, 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 costumes and accessory 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 coordinating the show for you, we should receive your signed and completed reservation, your purchase order or guarantee of payment, all measurements, cast lists, costume breakdowns, and specific requests AT LEAST 4 weeks before your opening date and earlier if possible. Please make sure to fill out the document completely, even if you have worked with us before. We do NOT keep credit card information on file when a production is complete.

COSTS AND PAYMENT

- Our rates are based on rental use for up to 4 weeks. Prices for shows with longer runs shall be negotiated in advance.
- Most complete costumes rent for \$50-\$65 each, but some items may be higher or lower. Your designer will work with you to make sure costumes being delivered are within your budget. Note that small orders of specialty costumes only will be priced higher than when they are part of a complete show package.
- Billing invoices are sent via e-mail only to e-mail address on cover page of this document. Please be sure to accept messages from “office@theatreco.com.” It is your responsibility to notify us and return any unused items within seven days of receipt or PRIOR to opening performance (whichever is first), to receive billing credit.
- 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.
- For orders totaling less than \$200, payment is requested at time of pick-up.
- When using a purchase order, a hard copy must be received prior to costumes leaving the building. You may fax, mail, e-mail, or present the purchase order in person. Organizations that guarantee payment with a credit card will be charged a minimal deposit when costumes leave our building, with the remainder billed on opening date.

MEASUREMENTS AND ALTERATIONS

- Measurements may be sent on our measurement sheets or appropriate substitutes. You may download the charts from our web site (www.theatreco.com), or we will be happy to e-mail or fax them to you.
- We will send costumes as close as possible to the measurements you provide, usually within 2” of measurements provided. If we anticipate problems providing costumes for specific sizes, your show coordinator will discuss possible solutions with you in advance.
- Since all bodies are different, some alterations may be necessary on your end. For example, you should expect to adjust hems. All alterations must be reversible – NEVER CUT OR GLUE A COSTUME.
- Please be sure the person taking measurements is qualified to do so. We strongly recommend carefully reviewing our costume measurement and care guidelines.

CARE OF COSTUMES

- If your show has specific needs that may cause irreparable damage to costumes, please discuss them with us as in advance so we can work out the best 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; and 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 for shipping. It is not necessary to encase costumes in plastic bags unless they are unworn.
- Please powder all makeup thoroughly to avoid permanent costume staining. 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. Please do NOT use cologne, perfume, or after-shave when wearing costumes.

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 replacement 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. Adjusted skirt and pant hems need NOT be removed. Cutting, irreversible alterations, unsatisfactory repair of rips or tears in fabric, burns, dying, painting, gluing, or stains may be considered permanent damage.
- The use of sticky Velcro, duct tape, 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.
- If you choose to label individual garments or accessories with actor names, **make sure you remove these labels** before returning costumes to avoid a charge for us to remove them. Please do NOT use any kind of sticky tape for this purpose.

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 WITHIN 7 DAYS OF RECEIPT, or by your opening date – whichever comes first. To be eligible for credit, costumes must be returned clean and ready to wear. Please call or e-mail to make an appointment for returns and exchanges.
- There will be a restocking charge for items returned unused when more than 10% of your requested order is returned unused or cut from order after costumes have been readied for production. Please make sure to return items organized and labeled as delivered, to facilitate the check-in process.
- CHECK YOUR INVENTORY CAREFULLY! Notify us immediately following receipt of your costumes if you believe anything is omitted from your inventory, if items listed appear to be missing, or you notice cosmetic distressing or wear and tear that have not been noted on the inventory. 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. EXCEPTION: unused costumes should be bagged and kept separate from dirty costumes if shipping.
- Return shipping or delivery is expected within 3 days of final performance. If you need additional time, contact us to make sure we have not promised your costumes to another client. Costumes returned late are subject to additional rental charges.
- Costumes should be returned on WIRE 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, please notify us via e-mail or telephone when you plan to arrive, so that rack space can be available and staff present to check in your costumes. 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 while your show is checked in, or fail to make a return appointment, 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 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 or other common carrier 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 production company is insured for such a loss.
- Since shipping costs are based on weight and distance, we cannot determine exact shipping cost until the show is boxed and ready to ship.

TRANSIT TIME

- Costumes will be shipped with adequate time for fittings and rehearsals prior to opening performance, provided your paperwork is received in time. In most cases, you will receive costumes about 2 weeks prior to opening performance, unless we notify you otherwise. We will do our best on last-minute orders, but planning early will allow time for adjustments and avoid costly overnight or second day 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 or delivered within 3 days following final performance. Our address is:
THE THEATRE COMPANY 1400 North Benson Avenue Upland, CA 91786 phone: (909) 982-5736
- Costumes should be on WIRE hangers and organized and tagged as delivered to facilitate efficient check-in.
- Be sure to check pockets for personal items and remove any temporary labels you may have added inside garments.
- Make sure that boxes used are sturdy, thoroughly sealed, and able to withstand rough shipping handling.

PROGRAM INFORMATION

- We request that the following credit in your program when appropriate: *Costumes provided by The Theatre Company, Upland, CA.* When appropriate, our designers appreciate personal design 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!