

Self-Pulled Show Guidelines

1. Before You Come

Please make an appointment in advance so we can be prepared for your arrival. You may begin pulling up to 30 days prior to your opening performance.

E--mail (info@theatreco.com) or call (909)982-5736 to schedule an appointment.

2. Check-In

When you arrive, please check in with our staff. They will set you up with a labeled rack, answer questions, and discuss your pick-up timeline with you.

Fill out the show rental agreement form and provide us with a copy of your purchase order or the credit card you intend to use for the deposit and/or payment guarantee.

Your agreement must be completed before you begin making selections. We strongly recommend that you submit it via email or fax prior to your appointment to best streamline your pulling process.

We request that self-pull groups be limited to three people. Larger groups must be approved in advance.

3. Pulling / Selecting Costumes

We have clothes racks available for you to pull and organize your selections. If you are not familiar with our stock, be sure to ask for a copy of our “Where the Heck is Everything?” binder. For best results, we recommend the following:

- Please bring your own materials (measuring tapes, pens, safety pins, tags). Organize your items into complete outfits; doing so will result in the most economical pricing.
- When your outfits are organized, please pin your accessories for that outfit to the left sleeve of the largest of the garments. This facilitates our inventory process. Do not hang garments inside of other garments.
- Garments are taken as-is; please be sure to consider the measurements of your performers and any necessary alterations and repairs you may need to undertake.
- Garments on labeled rolling racks are already in use and are **not** available for selection.

Some items are available for purchase from our retail counter; please ask for assistance from a staff member. Our staff members are happy to point you in the right direction, but they are busy with other projects and cannot stay with you or help select garments.

4. Clean-Up

Please return the areas in which you have been working to the way that you found them.

Failure to properly put away unused items may result in restocking fees.

5. Check-Out

Once you have finished pulling your show, before you depart please notify the inventory department so that they can schedule time to inventory your selections. They will let you know when your costumes will be ready to pick up or ship.

The Theatre Company

If you need an additional day (or days) to finish pulling your show, please notify the inventory department before you depart, and let them know when you intend to return.

6. Alterations

Your team is responsible for all alterations. Please refer to our “Alterations Guidelines” sheet. If you discover a significant repair need during your selection process, please speak to a staff member, as our sewing room may be able to assist with the repair prior to your pick-up date.

7. Pricing

Complete costumes typically rent at between \$55.00 and \$75.00 each, with some specialty pieces costing more, and a la carte items costing less. Prices are good for **up to three weekends of performances**, as well as the lead time from your pick-up for fittings and dress rehearsals. Longer runs will be negotiated on an individual basis. There is no sales tax on costume rentals, but purchased items are taxable.

8. Early Returns & Exchanges

Costumes selected but not used in your show may be returned for 50% credit, provided they are returned within 5 business days after pick-up. Any items received after that date or in soiled condition will be billed at normal rate.

9. Returns After Your Show

To make your return process as smooth as possible for both you and our staff:

- Make an appointment to return your show, so that we can have racks and personnel available.
- Costumes should be returned (or postmarked) **within three business days following the closing performance of your production.**
- Please return your show organized as it is on your inventory document. This includes tagging each costume with the corresponding inventory number and having accessories properly pinned to the left side.
- We recommend that you stay and assist in the check-in process; otherwise, you agree to accept The Theatre Company’s check-in of returned garments as correct.

I have read, understand, and agree to comply with the above guidelines.

Signature _____

Date _____

Printed Name of Signer _____