

Costume America

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Individual Rental Agreement

Rates and Rental Periods:

Theatrical rentals are priced based upon pre-determined rental rates based on type of costume, costume value, and number of costumes. All prices are listed on Costume America's costume plots and invoices. Prices are subject to change at Costume America's discretion. Initially, costumes are quoted based on a rental period of 3 days. Longer rental periods will be quoted upon request.

Payment (Deposits, Balances, and Other Fees):

A **25% deposit** is required at the time of booking. Until this deposit is received, costumes cannot be reserved, pulled or altered. Full balances may also be paid at this time, if customer prefers. **All deposits are non-refundable, regardless of any changes or cancellations.** Further, once costume(s) leave our shop the entire order is non-refundable. The final balance is due before costumes leave our shop. Costumes will not be released from our warehouse without the balance paid in full. Costume America accepts all major credit card companies, and cash. We do not accept personal checks. A credit card is required to be put on file for all orders. This card will only be charged if: 1) costumes return damaged/stained, 2) costume(s) are returned late, or 3) costume(s) are never returned. The fee for returning a costumes late is \$15 per day, per costume. Fees for damaged or missing pieces will be determined by management based on the value to replace or repair the garment in question. **Costume America will not pull, alter, or ship costumes without a credit card number printed below.**

Shipping and Return:

The customer agrees to pay for all shipping costs related to their order. Costumes are shipped using the most cost efficient option. Shipping costs are determined based on destination and weight/size of box(es) shipped. Costumes must be shipped back within your agreed rental period or an additional charge of \$15 per costume/ per day late fee will be assessed for each day late the costumes arrive back. If you accidentally return personal costumes 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 them back to you at your expense.** After 3 weeks, the costume(s) become property of Costume America. Please ensure that all individual costumes are put together in a bag with the name of the performer and the role clearly marked on the outside for return. Please also ensure that all hangers are returned.

Alterations, Damages and Missing Items:

Alterations are included at no additional charge and are done based on the measurements you provide. **We cannot be held accountable if measurements are not done correctly and costumes need to be re-altered once received.** To avoid confusion and minimize incorrect measurements, we can only accept our measurement form. **A Non-standardized Paperwork fee of \$25.00 will be charged for orders that do not utilize our standard Costume America measurement sheet.** Costumes should arrive to you in good theatrical rental condition. If you notice an item is damaged, please let us know **immediately** so a replacement can be sent out. If an item is in need of a button replacement or seam repair while in your care or if you find you need to make any alterations on your own, please do so by hand sewing, using double sided costume tape, or masking tape only. **DO NOT USE DUCT TAPE AS IT LEAVES A RESIDUE THAT CANNOT BE REMOVED.** If you must stitch on the sewing machine, use a size 4 stitch or larger. Upon return, if any damages are found that were not noted before the costume left the shop or if any costume pieces are missing, you will be charged for the repair or replacement of the costume(s). Please note that you will receive a detailed packing list with your costumes. The customer should check in each costume piece (from the item itself and the packing list) before giving costumes out to performers, and after the performance has ended to ensure that all parts are cared for and come back to us.

Costume America reserves all rights to charge this card in the event the 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 recognizes that these costumes belong to Costume America, and they are accepting all responsibility for our costumes in their care.

I agree to the terms and conditions stated above:

Printed Name: _____ Signature: _____

Current Date: _____ Credit Card Number: _____

Expiration Date: _____ Zip Code: _____ Security Code: _____