

Working With Us: Here are our basic Policies and Procedures for your reference.

Setting Up An Account

- ★ All projects must have a fully executed *New Account Application* in order to open an account in our system.
- ★ All projects must have a signed *Terms and Conditions* on file prior to renting.
- ★ All projects must provide the production's *current COI (Certificate of Insurance)* prior to renting.

Payment Options

There are two ways to pay for your costume rentals:

1. **Open Credit Account**- Upon credit approval only, and must be accompanied by a fully executed *New Account Application*, signed *Terms and Conditions*, your company's *Credit One Sheet* with attached credit references *and* your production's *COI*. Allow up 3 days to process your credit approval. We take cash, credit card (subject to a 3% card charge), check or ACH Transfers. Late fees apply to all late payments. Other terms and conditions apply. Please note: A PO# must accompany each Open Account Orders.
2. **Credit Card Account**. To charge on a credit card, a *Credit Card Authorization Form* must be fully executed along with the *New Account Application*, signed *Terms and Conditions*, *and* production's *COI* and a photocopy of the card holder's identification.

DEPOSIT- A 100% deposit will be held on the credit card on file until the costumes are returned clean and undamaged at the end of the rental period. Any loss, damage, cleaning and/or late fees will be applied to any outstanding charges and the remainder will be refunded to the card holder in the form of a cashier's check within 30 days.

There is a 3% charge on all credit card transactions.

Your privacy and the security of your data as a top priority for us. Know that we take every precaution to secure your information.

★ **Holds**: We allow 3 day holds in the shop at no charge. After 3 days any costumes left on rack will be restocked at a **10% restocking fee**.

★ **Approvals Period**: Once an order is picked up, you have 3 days on approval. Any unworn, tagged and clean costumes can be returned within 3 days for no rental charge. **All items returned on approval are subject to a 10% restocking fee**. Clothes that have been worn or used will be charged the full rental amount. **No approvals on props, jewelry and accessories (shoes, belts, hats, etc.)** Items received after the approval date will be charged the full rental amount for each item.

- ★ **Loss & Damage:** If wardrobe is lost or damaged, a replacement fee of *10x times the production rental or unit replacement value plus tax* (whichever is higher), will be assessed for regular rental items.

- ★ **Write Ups:** We ask for 24 hours to write up your order. Any orders that can be written up in a shorter amount of time will be available for pickup as soon as it is ready. Any orders pulled later than 5pm will be ready the following day.

- ★ **Hangers:** We send our orders out on 8 gauge wire, crystal and coat hangers. The hangers will appear on your order. There is no charge for the hangers if they are returned clean. Any missing hangers will be charged at \$1 each.

- ★ **Laundry Baskets:** If available we like to provide laundry baskets for your shoes and hats. Any baskets ordered will appear on your order. There is no charge for the baskets if they are returned clean. Any missing or damaged baskets will be charged at \$10 each.

- ★ **After Hours Write Ups** If an order needs to be written up same-day after 5:00 pm, over the weekend or during posted holidays, there will be a \$28.00 per hour “After Hours” labor fee.

- ★ **Rental Periods:** Weekly (7 days) or Production (2 – 14 weeks).

- ★ **Labor Fees:** We are happy to have an in-house costumer pull costumes, photograph looks or Facetime with you. The hourly labor charge is \$28 per hour and will be added to your bill.

- ★ **Barcodes:** Any barcodes that are removed or damaged during the rental period will be subject to a \$35 fee per missing barcode.

- ★ **Discounts:** All discounts are at the discretion of the Southwest Costume Rentals management and will be given on a per-case basis based on the project’s budget

Certified Qualified Film Vendor (QFV) by the NM Taxation and Revenue Department

