



Paula Rogers, owner
e southwestcostumerentals@gmail.com
P 505.308.3099 C 480.223.8630
6102 Jefferson NE • Albuquerque, NM 87109
southwestcostumerentals.com

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



Purchase with confidence.

Working With Us:

Here are our basic policies and procedures. We look forward to working with you.

- ★ All projects must have a fully executed **New Account Contract** in order to open an account in our system and to rent costumes.
- ★ All projects must have a **signed Terms and Conditions** on file prior to removing any costumes from the shop.
- ★ All projects must provide the productions **current COI (Certificate of Insurance)** prior to removing any costumes from the shop

- ★ There are **two ways** to pay for your costume rentals:
 - **#1 Open Account-** Upon credit approval only and must be accompanied by a fully executed **New Account Contract, Terms and Conditions** and your company's **Credit One Sheet** with credit references. Allow up 3 days to process your credit approval. We take cash, card card (subject to a 3% card charge), check or ACH Transfer. A 50% Deposit for each order will be taken at time of rental. Late fees apply to all late payments. Other terms and conditions apply.

 - **A PO# must accompany all Open Account Orders.**

 - **#2 Credit Card.** To charge on a credit card, a **Credit Card Authorization** must be fully executed along with the **New Account Contract** and signed **Terms and Conditions** 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.**
 - **We take your privacy and security of your data is 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:** Once an order is written up and the necessary forms are in place, you have **3 days for approvals**. Any unworn, tagged and clean costumes can be returned within 3 days for no rental charge. **Approvals will be subject to a 10% restocking fee. Clothes that have been worn or are missing tags will be charged the full rental amount. No approval on props, jewelry and accessories (shoes, belts, hats, etc.)** All approvals are dependent on the sole discretion of management. All items returned on approval must be returned on or before the approval date. Items received after the approval date will be charged the full rental amount for each item.
- ★ **LOSS AND DAMAGE:** If wardrobe is lost or damaged, a replacement fee of **10 times production rental or unit replacement value plus tax**. Whichever is higher will be assessed for regular rental items.
- ★ **Order Write Ups:** We ask for 24 hours to write up your order and 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.
- ★ **Overtime:** If an order needs to be written up same-day after 5:00 pm or on weekends or posted holidays, there will be a **\$28.00 per hour overtime labor fee**.
- ★ **Rental Periods:** Weekly (7 days) or Production (2 – 14 weeks). Certificate of Insurance is required for all rentals.
- ★ **Labor Fees:** We are happy to have an in-house costumer pull costumes, photograph or Facetime for 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 attempt to remove will be subject to a **\$35 fee** per missing barcode.
- ★ **Discounts Tiers:** We are happy to offer 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

Types of accounts available

- Feature Film
- TV Series
- TV Movie
 - Tier 0-1 \$1,850,000-\$5,500,000- 20% Discount
 - Tier 2 \$5,500.00-\$9350,000- 10% Discount
- Commercial
- Print Shoot
- Theater Production- 50% Discount
- Student Project- Cleaning and Restocking Fee Only
- Individual- 1 Week Rental Period including cleaning and restocking.

*Note all costumes are subject to a restocking fee. Cleaning fee will be charged if returned dirty or worn on all orders. All orders are subject to the full charges incurred for Loss or Damage. Full price will be charged for any and all costumes returned late. Discounts are 100% at the discretion of Southwest Costume Rentals and its management.

