



WESTERN COSTUME CO.

The World's Largest Costumers

11041 Vanowen Street

North Hollywood, Ca 91605

Tel. (818) 760-0900 * Fax. (818) 508-2182

HOURS OF OPERATION: MONDAY Through FRIDAY, 8am-6pm

INDUSTRY CUSTOMER POLICY

Appropriate shoes are required at all times. No high heels, No open toe or open back shoes, No sandals in warehouse.

RENTAL PERIODS: weekly (7 days) or production (2 – 15 weeks)

- **Minimum Rental** is \$25.00
- **Certificate of Insurance** is required for all rentals over \$5000.

LABOR CHARGES:

\$45 per hour – in-house costumer
\$50 per hour – alterations
\$55 per hour – made-to-order
\$100 per hour – off-site fitting with craftsperson
\$55 per hour – millinery
\$55 per hour – shoe shop
\$50 per day – dying area
\$45 per day– electrical hook up for trailers

- **Labor Fees:** There is a \$45 per hour labor fee required for an in-house costumer to pull and organize your order for you. This labor fee also applies for one of our in-house costumers to send you pictures of our stock. The minimum charge is for one hour although depending on your needs it may take longer than one hour. This fee is charged whether you rent items with us or not.
- **Research Library:** There is a \$65 per hour labor fee for an in-house costumer to do research for your order. The minimum charge is for one hour although depending on your needs it may take longer than one hour. For more information about our research library, please contact Leighton Bowers at research@westerncostume.com, or call (818)760-0900.
- **CLEANING FEE:** a cleaning fee equal to 15% of the rental amount total is charged on all rentals.

OFFICE/CAGE/TRAILER/AGING RENTAL: Prices vary in cost from \$250-\$1000. Rental includes hi-speed Internet, phone lines and voice mail. All phone charges, faxes, photocopies, etc., are the responsibility of the production company and are billed on a weekly basis.

HOLD POLICY: Wardrobe may be reserved on the hold line for one week at no charge. Wardrobe remaining after one week will be returned to stock and a 25% restocking fee will be charged.

RENTAL FEES: All rental fees are payable upon costume rental. Rental/deposit payment methods are final. If any changes are made in payment/deposit method, you will be charged a 6% service charge.

- **RENTAL PAYMENT:** Cash, VISA, MasterCard, American Express, Discover Card, or Purchase Orders (with approved credit) are accepted. We do not accept personal checks.
- **IN-HOUSE ACCOUNTS:** In-house accounts are available on approved credit through our accounting department. (A certificate of insurance may be required.) If credit is extended to your

company, all rentals must be accompanied by a purchase order number. The application and instructions are available on our website at www.westerncostume.com under the link “policies” at the top of the home page. The credit application process can take 5 to 10 business days.

- **CREDIT CARD ACCOUNTS** - can be opened in person if you are using your own credit card. If you cannot come to Western Costume in person or you will be using someone else’s credit card, you or they must fill out a credit card authorization form. Forms and instructions are available on our website at www.westerncostume.com under the “policies” at the top of the page

DEPOSITS: A security deposit equal to three times the amount of your rental is required at the time of rental for any job not charged to an in-house account.

- Credit cards are the only acceptable method of payment for deposits on rentals not being charged to an in-house account.
- Credit card deposits are processed for “authorization only” at the time of rental. The funds do not leave your account and will drop off automatically in two to ten business days depending on your banks policies, although there may appear to be a hold for the amount of your security deposit during that time..

APPROVALS: A 25% restocking fee for weekdays and 50% restocking fee for weekends will be charged on items that are returned unused and with the tags still attached during the approval time. 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 to Western Costume on or before the approval date. Items received after the approval date will be charged the full rental amount for each item.

WHEN CUSTOMER PULLS THEIR OWN ORDER THEY MUST RENT AT LEAST 50% OF THE ORDER.

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.

SHOW PACKAGING – Western Costume offers show packaging as a cost-effective means for preparing your show. By allowing us to handle the major requirements for your production, you can secure discounted, reduced or waived fees as well as special arrangements on pricing.

RESTOCKING – All items pulled but not rented must be restocked at the time of pull or fitting. There will be a restocking fee if not properly restocked. Please ask any questions if not sure where an item belongs.

RETURNS- are accepted in our Shipping/ Returns department located at the far end of our loading dock. Please bring your copy of your rental contract with you in order to facilitate your return and have all costume pieces on the hangers supplied at the time of your rental.

DRESSING ROOMS – Dressing rooms must be arranged at Cash Desk and properly cleaned when done. We recommend that you schedule them in advance. There is no guarantee that a room will be available.

- **Please refrain from consuming food or drink while pulling clothes.**
- **All rentals to be written up must go to the Cash Desk. Last write-up of the day occurs at 5 P.M.**

OVERTIME CHARGES:

After 6:00pm you will be charged an overtime fee of \$270.00 per hour if you need us to stay open to assist you with your order. There is a 1 hour minimum charge, with no grace period.