

RENTAL POLICIES

Rental Agreement: A completed rental agreement must accompany or precede all orders and inquiries; OSF Costume Rentals will not accept rental requests, check availability or pull orders until we have a rental agreement on file. Educational Institutions may complete one rental agreement per school year provided billing information remains current. Not-for-Profit and For-Profit companies need to provide current credit card information for security where indicated on rental agreement, regardless of method of payment. For Educational Institutions only, we accept either a Certificate of Insurance or credit card. Purchase Orders are not sufficient for security.

Pulling Fee: If an individual cannot pull in person for the renting organization, we will do the work for them. A fee of \$35.00 per hour or 10% of the total rental, whichever is greater, will be charged to the renter. The pulling fee includes checking availability. All rental inquiries are subject to pulling fees even if the order is cancelled.

Design Fee: For all orders not placed through our website, a design fee applies in addition to pulling fees. OSF Costume Rentals staff can customize costume plots and design and pull a production of any size based on customer requests. If the customer requests items be pulled based on renderings or research supplied by the customer the design fee also applies. The design fee includes emailing digital photos or links of the costume pieces. The design fee is a tiered flat rate based on number of looks (head to toe) requested:

- Up to 5 looks - \$50.00
- 5-10 looks - \$100.00
- 10-15 looks - \$150.00
- 20 looks or more - \$200.00

Restocking Fee: The Restocking Fee for items returned and not used within the 14 day timeframe will be 15% of the total rental for those items.

Hold Policy and Cancellation Fees: Costumes may be requested and held prior to shipping; maximum 8 weeks professional theatrical productions, 6 weeks education and community theatre productions, 4 weeks film productions, and 2 weeks weekly film/photo shoots. A current rental agreement must be on file for all held orders. If after being held over half of items on the order are canceled, the customer is responsible for all pulling fees, design fees, and a restocking fee equal to 30% of the rental rate in addition to rental or for full cancellation of order.

14 Day Approval Time: For production rentals, costumes may be taken out on a trial basis with a 14-actual day turn around. The 14 Day Approval Time starts the day costumes are received by the customer. The Approval Date is printed on the checkout sheet enclosed with the order; costumes must be shipped back, or returned in person, on or before the Approval Date. The Restocking Fee for items returned and not used within the 14 day timeframe will be 15% of the total rental for those items. Items shipped back after the 14 Day Approval Time will be charged the full rental rate, even if not used or returned prior to performance opening/event date. If costumes are ordered within 14 days of opening, then the Approval Time will end on date of first dress. *Rental Period begins the day after the 14 Approval Time ends. There is no Approval Time for weekly rentals.*

Renting Partial Outfits: Some "packaged" outfit items may be rented individually, i.e. renting just the coat of a suit but not the pants, etc. If only pieces of a packaged outfit are requested and rented, then only individual rates for those items will be billed. If a full packaged outfit is requested and rented, and then items from that package are partially returned on Approval (i.e. a three piece suit is rented, but only the coat is kept and the vest and pants sent back) the customer is still billed for and pays for rental of the full packaged outfit. OSF Costume Rentals is unable to bill only individual rates for items once a full packaged outfit has been checked out and no credit will be issued for partially returned outfits, even if sent in error.

Shipping Fees: The customer is responsible for the cost of shipping *both ways*. Shipping charges to the customer is added to the order and final invoice, or if the customer has UPS or Fed Ex account the shipping can be billed to receiver. OSF Costume Rentals will not generate return shipping labels. All shipments must be insured for the replacement value of the costumes enclosed. Please only ship via UPS and Fed Ex. Shipping via USPS may result in delays and late fees. Shipping from OSF Costume Rentals is only available within the U.S.

Length of Rental and Extended Rentals: Rental Period length varies depending on the type of renting organization.

Professional Theater (for-profit/non-profit), Opera
Educational, Community Theater, Community Organization
TV, Film, Photography, Event Planners

Up to 8 weeks + Approval, extended rentals available

Up to 6 weeks + Approval, extended rentals available

Weekly, production (4 weeks), and extended rentals available

When the costume order is received, the checkout sheet enclosed with the order will only show production or weekly rates for the *first Rental Period only*. For any rentals that exceed the length of the first Rental Period, Extended Rental Fees will be applied and will appear on the Invoice at the following rates: ***First Rental Period – 100% of the Rental Rate; Second Rental Period – 50% of the Rental Rate; Third (or more) Rental Period(s) – 25% of the Rental Rate.***

An agreed upon return date, at least 10 days after closing of production or event, will be determined at the time of rental. Return shipments must be shipped on or by the expected return date. All orders will continue to generate Extended Rental charges and be subject to subsequent Invoices until the order is received and checked in.

Rental Rates: Weekly and Production rates for each item are shown on the OSF Costume Rentals website. Professional non-profit theaters and opera receive a 40% discount off the Production rate. Educational institutions and community theaters/organizations receive a 60% discount off the Production rate. Educational institutions located in Jackson and Josephine Counties in Oregon receive an 80% discount off of the Production rate. Discounts are applied to the total rental rate and extended rental rates only, not to any other fees. Discounts are reflected on all checkout sheets and invoices.

Cleaning Charges: All rentals must be returned DRY CLEANED. If they are not, a cleaning fee of \$10.00 or more per item will be charged. The charge is dependent on fabric type and complexity of costume. Dry-cleaning does not always remove body odor; actors wearing our costumes need to use antiperspirant deodorant and any structured costume item worn against the skin (i.e. bodice of a gown, etc.) should be protected with underarm dress shields. If significant body odor still remains after cleaning, the customer may be liable for damage fees equivalent to the replacement value of the costume as determined by Rental Manager. Armor, headwear, footwear, etc. cannot be dry cleaned but should be sprayed with alcohol to sanitize.

Alterations: Costumes must be returned in original condition. No cutting, dying, painting, gluing or distressing is allowed. No alterations or augmentation is allowed on leather, velvet, silk, or any other delicate fabric where puncture marks from sewing may be visible once the alteration is removed. Alterations are not allowed unless permission is granted by the Rental Manager and then must be restored before cleaning and shipping. Alterations should be done with a long/large machine stitch or hand-stitched. If trims have been added or removed these must be restored to original condition or damage charges will be incurred. Customer name tags must be removed before returning. The customer will be charged for changes made to the garments and charges will be determined by the Rental Manager.

Damage and Replacement Cost: Any damage to or loss of rentals will be charged to the renter based on the listed replacement value. This value is determined by the Rental Manager based on current replacement costs, not market value. *Please do not return garments on hangers.* Wire hangers are costly to recycle and may snag and damage costumes in transit. There is a \$5.00 recycling fee for any wire hangers included in return shipment and customer is liable for any damage to costumes from hangers that may have occurred in transit.

Barcodes: OSF Costume Rentals uses a barcode system for tracking and inventory purposes. Do not remove or alter any barcodes. If the barcode is missing or altered, a \$5.00 per barcode charge will be assessed.

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