

408 Talent Avenue. Talent, OR 97540  
costumerentals@osfashland.org • 541-552-2826

## **TERMS AND CONDITIONS**

A completed rental agreement, shopping cart from the website, and signature agreeing to the rental terms and conditions must accompany each order. Due to high demand, we will not respond to a rental inquiry nor begin to pull an order together until we have received all of the above with each rental order.

**Rental Time Frame or Billing Cycle:** Professional For-Profit, Non-Profit Theaters, and Educational, Community Organizations are granted 8 weeks or 57 days with each rental order. This is considered your billing cycle and begins after your Approval Time. If you need more than 57 days to return an order, contact us. You may incur Extended Rental Rates!

Television, Film, Commercial Events, and Photo-shoots will be charged a weekly rate.

**Approval Time:** All orders are granted 2 weeks or a 14 day trial period before your production (or event) starts. This is considered the approval time to conduct fittings and to examine what costume pieces you will use in your production (or event). Your billing cycle begins on the 15th day from receiving your order.

Costumes returned during the approval time (before the billing cycle begins) will incur only restocking fees at 15% of the rental rate for each costume. Costumes returned after the approval time (once the billing cycle begins) will be charged the rental rate.

**Discount Rates:** Discounts apply to the rental cost of costumes. Discounts do not apply to fees nor to shipping.

- Professional Non-Profit Theaters receive a 40% discount
- Educational and Professional Community Organizations receive a 50% discount
- Educational Organizations located in Jackson and Josephine Counties in Oregon receive a 70% discount

**Costume looks with multiple components** such as a 3-piece suit or Gown with bodice, under-skirt, and over-skirt. At this time we do not have the capacity to rent individual components to a costume look. We will ship the entire costume look as advertised.

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**TERMS AND CONDITIONS continued**

**Handling Fees:**

- **Supply Fee-** \$ 5.00 per box
- **Shipping Fee-** UPS or FedEx estimate may be reflected in your invoice draft. The actual shipping fee is printed on your invoice after we receive your returned order. If you provide your UPS or FedEx account number, you will not see a shipping fee on the rental invoice.
- **Pulling Fee-** \$ 37.00 per hour. Pulling fees are waived for customers pulling orders in-person.
- **Restocking Fee-** Costumes returned during the approval time (before the billing cycle begins) will incur restocking fees at 15% of the rental rate for each costume. A restocking fee also applies to order Cancellations at 30% of the rental rate.

**Rush Fee-** Orders placed with an arrival date of less than 7 business days are charged \$150.00.

**Damage and Loss Fees-** Costumes returned stained, torn, heavily altered, or all-together missing, the charges may be negotiated with OSF Rentals and Costume Director. These pertain to items damaged beyond the reasonable wear and tear of your production (or event).

**Cleaning Fees-** Costumes returned dirty are charged \$25.00 per item.

- Please contact us about how to clean or sanitize costumes. Some items may be damaged if dry cleaned

**We do not accept USPS shipment returns**

**We do not accept wire hangers**

Your signature reflects agreement to these terms and conditions:

Signature \_\_\_\_\_ Date \_\_\_\_\_

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<sup>†</sup> Extended Rental Rates refer to an additional billing cycle charged to your order (another 8 weeks) for all orders that are not returned by the end of your billing cycle