



The Costumer is extremely proud of our ability to offer the longest rental periods in the costume industry. We are sure you will be delighted with the costumes we provide from our ever expanding collection of 50,000 costumes. If you are unhappy, in any way, with what you receive, you should call immediately so we can do everything possible to correct the situation. **The Costumer** is genuinely dedicated to 100% customer satisfaction and service.



Hassle-Free Costume Rental

INSTRUCTIONS

#1 RULE

If you have any questions or problems, please call The Costumer immediately! 518-374-7442. We are here to help you.

BEFORE COSTUMES ARRIVE

1. One person should be totally in charge of **ordering** the costumes. This is usually the **Director**.
2. A responsible, well-organized person should be chosen as the **Wardrobe Supervisor**. He/she may choose helpers if there are many costumes.

WHEN COSTUMES ARRIVE

3. The **Wardrobe Supervisor** and staff unpack the costumes and hang them on racks.
4. The **Director** inspects the costumes to see that they are indeed what was intended.
5. The **Wardrobe Supervisor** then checks each costume against the written **Return List** from The Costumer to verify that each costume and its pieces have arrived. If a discrepancy is found, the **Wardrobe Supervisor** should call The Costumer **immediately** so that corrections can be made.
6. Costumes are assigned to actors as shipped, with identifying hang tag attached and the plastic bag covering the costume. **The tag and bag should be saved and returned with the costume.**

DURING THE SHOW'S RUN

7. At the end of each rehearsal or performance, each actor is expected to re-hang their own costume and its parts.
8. The **Wardrobe Supervisor** must call UPS on the **Thursday prior to your Monday return date** to schedule your Monday pickup. Shipping both ways is paid by you.

RETURNING THE COSTUMES

9. At the end of the run, the actor is required to return the costume to the **Wardrobe Supervisor** with its hang tag and plastic bag. It is recommended that the costumes are turned in and checked off immediately after the curtain comes down at the last performance and before any actors leave the theatre. (This discourages the temptation to keep a part of the costume as a souvenir). Also, if a piece of a costume is missing, it is usually most easily found immediately after the show. Most directors are much too busy to accomplish this work themselves. It is advised that a trusted adult take this responsibility and communicate any problems to the **Director**.
10. The **Wardrobe Supervisor** will check that each costume has all of its parts as listed on the **Packing List**. Notes should be made in the event of missing parts.
11. As a costume is turned in by an actor, the **Wardrobe Supervisor** and helpers check off the **Master Packing List** and place the costume in the original box in which it was shipped. Using this method, all costumes are back in their original shipping boxes at the end of the performance and ready to be **picked up by UPS on the first business day after your last performance**.
12. Before UPS pick up, all boxes must be secured with shipping tape and labeled with The Costumer's address.

REMINDER!

UPS must be called several days prior to your return date to schedule your pick up.