



PEOPLE'S LIGHT COSTUME RENTAL POLICIES

RENTAL AGREEMENT: A completed rental agreement must accompany all rental forms; we will not check availability or pull orders until we have a complete rental agreement on file. Please fill out all pages of the rental agreement, including the bottom section of the credit card authorization form.

PAYMENT: We process all payments through Square and currently accept Visa, Mastercard, American Express and Discover. After an order request is submitted, a People's Light representative will contact you via phone to confirm availability and to take credit card information. In order to safely store credit card information through Square, you must sign the bottom section of the credit card authorization form included with the rental agreement.

PULLING FEES: We charge a pulling fee of \$20 per hour, which will be added onto the invoice. The pulling fee includes checking availability. All rental inquiries are subject to pulling fees, even if the order is cancelled.

RUSH FEE: We will charge an additional \$50 for a rush fee. A rush fee is when a customer specifically asks for an order to be shipped within 7 days of placing the order.

14-DAY RETURN WINDOW: We offer a 14-day return window. If items are shipped back within 14-days, you will be refunded for the items, minus a 15% restocking fee. The 14-day return window begins the day the items are received by the customer. Items that are shipped back after 14 days will not be refunded, even if they are not used in your production.

RENTING PARTIAL OUTFITS: Packaged outfits cannot be rented individually (such as renting part of a 3-piece suit). If a customer rents a 3-piece suit, but the vest is not needed, the vest cannot be returned within the 14-day return window. All items must be returned together.

SHIPPING FEES: The customer is responsible for the cost of shipping both ways. Shipping fees and shipping supplies will be added to the final invoice. If the customer has a UPS or FEDEX account, the shipping fees can be billed to that account. We will not generate return labels. All items must be sent back at the customers expense. All shipments must be insured for the replacement value of the costumes enclosed. At this time, we are only able to ship rentals to the continental United States.

LENGTH OF RENTAL AND EXTENDED RENTALS: All prices listed are for a four-week production. An order can be shipped up to four weeks before the first performance date to allow for

fittings. Extended rentals will be charged an additional fee. The extension fee is 25% of the total rental, per additional week. All costumes must be shipped back within 10 days of the production closing. We do not offer discounts for productions that are less than four weeks.

DRY CLEANING: All rentals must be dry cleaned before they are returned. Headwear, footwear and other items that cannot be dry cleaned must be sprayed with alcohol to sanitize. Copies of the dry-cleaning receipts must be emailed or included in the return boxes. If the receipts are not received, additional fees will be charged. If the items are not dry cleaned, additional fees will be charged at the discretion of the costume shop manager.

ALTERATIONS: Costumes must be returned in original, or better condition. No cutting, dying, painting, gluing or distressing is allowed. If trims have been added or removed, they must be restored to original condition. All alterations must be restored before cleaning and shipping or damage charges will be applied.

DAMAGE AND REPLACEMENT COST: Any damage to, or loss of items will be the responsibility of the renter and will be billed accordingly at the discretion of the costume shop manager. Please do not return any items on hangers, they can cause damage during shipping.

BARCODES: People's Light uses a coding system for tracking and inventory purposes. Do not remove or alter any code. If the code is missing, a \$5 per code fee will be charged.

If you have more questions, please call us at 610-647-1900 ext. 131 or email costumerentals@peopleslight.org