

WESTERN COSTUME CO.

11041 VANOWEN STREET | NORTH HOLLYWOOD, CA 91605 | TEL. 818.760.0900 | FAX 818.508.2182
HOURS OF OPERATION: MONDAY THROUGH FRIDAY 8AM-5PM | FEDERAL ID NUMBER: 95-2396279



INDUSTRY RENTAL 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 \$150.00
- **Certificate of Insurance** is required for all rentals over \$5000.

LABOR CHARGES:

\$60 per hour – in-house costumer	\$60 per day– electrical hook up for trailers
\$125 per hour – alterations	\$60 per day- warehouse fitting rooms
\$150 per hour – off-site fitting with craftsperson	

- **Labor Fees:** There is a \$60 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 photographs 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 \$60 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 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. Some articles may be subject to a higher cleaning fee.

OFFICE / CAGE / TRAILER / AGING RENTAL:

- Prices vary in cost from \$350-\$1500. Rental includes high-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:

- **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 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 inhouse account.
- All credit card accounts will be charged a safety deposit of three times the total rental amount. In addition, if the amount is over \$5,000, there will also be an additional non-refundable 3% bank fee added to the amount charged.
- The safety deposit will be refunded after all costumes have been returned and the invoice has been paid.

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.

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/Receiving Department at the far end of our loading dock.

WAREHOUSE DRESSING ROOMS: \$60 per day. 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.

WRITE UPS: All rentals to be written up must go to the Cash Desk. Last write-up of the day occurs at 4 P.M.

OVERTIME CHARGES: (Please notify Cash Desk by 5pm) After 5pm you will be charged an overtime fee of \$375.00 per hour if you need us to stay open to assist you with your order. In addition, you will be charged a \$90 labor fee to write up the order. There is a 1-hour minimum charge, with no grace period, starting at 5 P.M.

ALTERATIONS: All alterations must be coordinated through the Workroom Coordinators in the Fabric Store. Please do not take alterations directly to the workrooms. You can reach the Workroom Coordinators at 818-508-2120.