

# PLEASE READ CAREFULLY ALL THE WAY THROUGH WHEN YOU RECEIVE YOUR ORDER!!!!

## STEP 1 INVENTORY ORDER

- Upon receipt of a shipment, The Company should unpack and inventory all items. Inform The STARS Foundation immediately of any shipping damage. Any damage not reported to The STARS Foundation is presumed to be the responsibility of The Company. Please takes a picture of how it was packaged for the return-take care when packaging costumes, especially cardboard and breakable items. Damage in transit will be the responsibility of The Company.
- Check what has arrived on your Order Form under the first “Received” column

## STEP 2 CONTRACT DETAIL REMINDERS

- **Replacement Cost:** Any damage to or loss of rentals will be charged to the renter based on the listed replacement value as listed on the Costume Inventory Sheet. This value is determined by The STARS Foundation based on current replacement costs, not market value. \_\_\_\_\_ show \_\_\_\_\_
- **Alterations:** The Company agrees to all rental items “as is.” Costumes must be returned in original condition.
- **No cutting, dying, painting, gluing, taping, altering or distressing.** Feel free to call if you have any needs or special requests. Costumes are not custom made. Be mindful that they DO NOT drag on the floor or get walked on creating stains to the hems.
- It is to be returned in its **original condition** or damages will be incurred. The Company will be charged for changes/damages as determined by The STARS Foundation. Damages will be determined within 14 days upon receipt of rentals returned.
- **Care of Garments:** The Company will, with respect to the costumes entrusted to it under this agreement, exercise the highest degree of care for the safekeeping and preservation of the costumes rented from The STARS Foundation.
- **Do not machine wash any costumes.** You may use an iron (we prefer a steamer to prevent any damages that could incur from an iron on material that could react negatively to the heat) Fabric with metallic in it should be treated cautiously.
- **DO NOT** allow costumes to be on the floor. Place costumes on 8 ft tables or hang up to prevent them from getting damaged, stepped on, or heavily soiled.

- **MAKE-UP** To prevent soiling, body odor, or make-up stains, cast members should wear t-shirts or pants under costume when possible. Use a make-up bib or apron during makeup application. Please do not spray perfumes or body sprays on the costumes. If make-up cannot be removed during cleaning, costume will be declared ruined and will be charged for “damaged on return”.
- **NEVER EAT** or **DRINK**, other than water, when wearing a costume.

### STEP 3 INVENTORY RETURN

- Gather Inventory and use the check list to show that all items are accounted for in “Returned” column
- THE LETTERS ON THE order form MATCH THE LETTER ON THE BOXES the costumes are packed in; **Please** return the same items packed in the correct boxes.
- Return the copy of the Costume Inventory Sheet in manila envelope in box A

### STEP 4 UPS RETURN

IMPORTANT! Must be postmarked 3 days after closing of show\_\_\_\_\_

- Use the Zip Ties and Duct tape Provided to Finish Closing the Boxes Securely
- Use the UPS Labels provided to place over the previous labels marked according to box
- Take to UPS Location for Return

### STEP 5 FINAL BILLING STATEMENT

- After receiving inventory and doing assessment of any other additional charges, a final Balance will be sent and Due 7 days after Receipt.

Thank you,

Feel Free to call with any questions 24 hour service at 417-254-3168 and we will help ASAP  
ENJOY and GOOD LUCK with the Show