



PHANTOM PROJECTS RENTAL POLICIES

RENTAL AGREEMENT - A completed Rental Agreement is required for all orders and inquiries. No action can be taken until a Rental Agreement is completed, Security Deposit/Insurance, and Base Pulling Fee.

All rentals are for 5 weeks. Each additional week is billed at 20% of the total rental cost.

A credit card is required to secure the rental. Your credit card information is collected on a separate form from your rental agreement and will be destroyed after the completion of the rental agreement.

SECURITY DEPOSIT – *A Refundable Security Deposit is required for all rentals and will be returned within 30 days from receipt of costumes at the Phantom Projects facility.*

Your credit card serves as your security for rentals under \$250.

\$100 deposit for rentals of \$250-\$500

\$250 deposit for rentals of \$500-\$1,000

\$500 deposit for rentals of \$1,001-\$2,500

\$1,000 deposit for rentals of \$2,501-\$5,000

\$1,500 deposit for rentals of \$5,001 and up

Individuals, Non-profit and For-Profit Companies need to provide a completed Credit Authorization Form. For Educational Institutions, we accept either a credit card or a Certificate of Insurance for the replacement value of the items rented. Purchase Orders are not sufficient for Security Deposits but may be used for rental fees.

PULLING FEES – A base Pulling Fee of \$25 (Expedited \$40) may be charged to Clients for large rentals inquiries *even if the order is cancelled*. This fee covers checking availability, emailing digital pictures and restocking of unrented items. Full show rentals, may also incur additional charges. These charges will be included in the final invoice and will not exceed 15% (Expedited 20%) of the total rental fee.

DISCOUNTS – Discounts are at the discretion of Phantom Projects and are not “stackable”. One discount is applied at a time. *(For example – Rental total is \$100 and Phantom has offered 3- 10% discounts. The first 10% discount applies to the total rental of \$100 equaling a \$10 discount for a total rental of \$90. The second 10% discount applies to the new \$90 total equaling a \$9 discount for a total rental of \$81. The third 10% discount applies to the new \$81 total equaling \$8.10 discount for a total rental of \$72.90.)*

SHIPPING FEES – The Client is responsible for the cost of shipping *both* ways. Please use Fed Ex or UPS for shipping. We do not recommend using USPS as it may result in delays and late fees. Shipping charges to the Client will be added at cost to the final invoice unless the Client chooses to use of a Fed Ex or UPS account number, indicating payment guaranteed by Receiver or Third Party. Phantom Projects uses Fed Ex for its

outgoing shipping needs and will supply the Client with the tracking number. All rentals must be insured for the replacement value the items rented. Shipping fees may vary to and from Phantom Projects. Shipping charges are determined by weight and size of the boxes used. Whenever possible, reuse the same boxes for returns.

RENTAL RETURNS AND LATE FEES – Costumes are expected to be returned by the Client Return Date on the Rental Agreement. Rental returns are generally expected to have a ship date within 10 days of show/event closing. Contact Phantom if there are unexpected delays as that may impact other rentals and result in additional fees above the standard Late Fee. The standard Late Fee is 20% of the total rental cost for each week after the agreed upon return date. This charge will be added to the final invoice on the first day of each week the costumes have been late. The Client agrees to forward the tracking number(s) to Phantom Projects. Phantom includes a Return Address Page for each box shipped for your convenience.

Take care when packaging costumes for return. Hats and specifically shaped or fragile items should be packed carefully to avoid items being misshapen or crushed and additional charges.

RECEIVING RENTAL COSTUMES – Phantom Projects aims to ship your costumes two weeks before your opening date to give time for returns and adjustments. We have a two step inspection process before shipping to ensure all costumes and other items are shipped in good condition, but things can be missed. The client should inspect all items upon receipt against the enclosed Costume Packing Lists to ensure all items are present. Inform Phantom Projects within 24 hours of receipt of shipment, detailing any damages caused in transport or issues such as missing items or unreported stains noticed prior to usage. This is important as the assumption will be the damages happened during the course of its usage and the Client may be liable for repair or replacement fees. After contacting Phantom Projects, all damaged/unusable items should be returned to Phantom Projects immediately. We will do our best to get replacement items to you in a timely manner.

DAMAGES AND REPLACEMENT COSTS – Costumes must be returned in original condition. Reasonable wear to costumes is to be expected. Repairs for any damaged items will be billed to the Client at \$40/hr and will be added to the final invoice. Damages include but are not limited to stains, excessive make-up, tears, tape residue, safety pin holes and items that have been altered or embellished by permission that have not been returned to their original condition. If any item is not repairable or lost, the Client will be charged for the full replacement value, as set by management, which could be up to 15 times the rental cost. *Please do not return costumes on hangers as damages may occur in transport.* Client may choose to purchase shipping insurance at their discretion.

ALTERATIONS – *Alterations may only be made with permission from Phantom Projects and costumes must be returned to their original condition before returning.* No cutting, dying, painting, gluing, distressing, use of Stitch Witchery, tape of any kind or safety pins is allowed. Alterations should be done with a long/large machine stitch or hand stitched in the same manner. The Client will be charged \$40/hr to return altered items to their original condition. Performer name tags should be sewn in (no tape) and removed before shipping.

CLEANING –All cleaning fees are included in the rental price and will be handled by Phantom Projects unless otherwise arranged with the Client.

TALK WITH US – We at Phantom Projects are happy to talk to you about anything that may arise in the rental process. Our goal is to provide you with the best costumes and the best service to help bring your production to life.

PAYMENTS – Phantom Projects accepts Visa, MC, American Express and Discover for Security Deposits and rental payments. Purchase Orders are accepted for Rental Payments but not usable for Security Deposits.

Final payment is due 30 days from receipt of the final invoice.

COSTUME USE - There should be no eating, drinking, or smoking in Phantom Projects costumes. All performers should wear antiperspirant deodorant and the use of under shirts and dress shields is recommended. Dry cleaning does not always remove heavy body odor. Performers should treat costumes well by hanging them when not in use.

Do not reuse dry cleaning bags as they may trap residual moisture.

SIZING - Many of Phantom Projects costumes are one of a kind. A portion of Phantom Project costumes, particularly show specific costumes, were built for particular actors from the production the costumes were created for and may not have sizes identified. Consequently, costumes are not necessarily available in all sizes.