



Rental, Sales and Manufacturing of Original Mascots & Costumes
211 N. 3rd Street • Philadelphia, PA 19106 • 215-925-7121 • Fax 215-925-9616
info@costumers.com • www.costumers.com

Mascot Cleaning And Repairs

Thank you for inquiring about our mascot costume repair & cleaning service. Here are the steps to have Pierre's Costumes service your costume:

1. We need you fill in the attached Cleaning and Repair Sheet (below).
 - a) We need as much information as possible regarding the costume before you send it to us. The more information we get, the better prepared we are to work on your costume.
 - b) Please be very specific regarding what you want us to do with your costume. This way we understand exactly what you need.
 - c) Please make sure we get accurate contact information, so we know who to contact with questions or quotes.
 - d) We need you to fill in the inventory page. If this is not filled in, we cannot be responsible for any parts missing. We will cross check the pieces upon arrival on our end.
2. Email (mascot@costumers.com) or fax this form to us before sending us the costume.
3. Follow up with a call to Jennifer (215-925-7121) to schedule your costume's visit.
4. Pack the costume securely in a sturdy box. Label it as fragile. Put a copy of this Cleaning and Repair Sheet in the box with your costume. Ship using a reliable shipper that gives you a tracking number plus offers insurance, and then give that tracking # to us. We are not responsible for shipper mistakes or damage in either direction. Ship to: Pierre's Costumes Mascot Maintenance Department 211 N. 3rd Street Philadelphia, PA 19106
5. We will check the costume in, and alert you to any discrepancies in damage or pieces included inconsistencies.
6. We need 2 full business days after receipt of your costume to evaluate, investigate, and properly assess it.
7. With repairs, we will send you a Repair and Cleaning Quotation sheet.
8. After you accept the repair quote, we can begin working on the costume.
9. Once completed, we will require payment for the work and shipping before we send the costume back.
10. You get a newly refreshed costume that will give you many more years of use.



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Mascot Cleaning & Maintenance Prices

Standard Cleaning - \$185

Includes:

- Complete inspection and assessment.
- Professional cleaning, fur brush-out, and deodorizing of the entire costume.
- One hour of basic repairs (i.e. seams, rips, re-attaching loose items).

This service takes approximately 5 *business days* of in-house workshop time.

Express Cleaning - \$235

Same as standard cleaning only we drop everything to do it. This service requires 2 business days of in-house workshop time (the costume has to dry before we return it). Not including shipping time.

With hard to remove dirt, we will err on the side of not damaging the costume unless directed otherwise. If we find things needing more substantial attention, we will notify you, & quote a price first.

Feathers / Unusual Features Costume Fee - \$60+

Costumes with feathers or extremely complex mechanisms may require additional time & fees to clean due to the extra work involved in cleaning them.

Extra Dirty / Smelly Costume Fee - \$70+

Sometimes costumes are so dirty that they need extra soaking, and extensive time & work to remove set-in stains. Sometimes they smell so bad that we have to put a clothespin on our noses.

Non-Pierre's Mascot Fee - \$75

When Pierre's Costumes did not make the costume, we often have to do more extensive work repairing different or inferior construction methods. We frequently have to source unusual materials, or use unfamiliar time consuming techniques when maintaining this type of mascot.

Repairs - Varies - Billed at \$50 per hour

Repair fees will be quoted before we start work on a case-by-case basis. We can quote firm prices after visual evaluation. Most repairs will range from \$25- \$500.

The customer pays for the shipping in both directions.

A full cleaning and overhaul by Pierre's once or twice a year will substantially extend the life of your costume.

Pierre's Mascot Cleaning & Repair Sheet

List what you would like done to the costume. (we cannot start until we receive this)

Standard cleaning

Express cleaning

Head _____

Inner body form _____

Fur Body _____

Mascot clothing _____

Spat style feet _____

Hard sole feet _____

Hands _____

Unibody _____

Bag _____

Accessories _____

Items not to be cleaned _____

Special issues:

Dirt / spots _____

Damage _____

Other _____

List existing damage on costume _____

List existing dirt or spots on costume _____

Special instructions: _____

Additional repairs / Instructions: _____

Mascot: _____ Company: _____
Contact: _____ Phone: _____
E-mail: _____ Billing contact details: _____

Date sent to Pierre's: _____ Method of shipping: _____
Tracking # _____ Need returned by: _____
Return shipping address: _____

Shipping method to return costume: Ship on Pierre's account, then invoice.
 Use customer account # _____
Method / Speed of return shipping requested: _____

*We suggest you use UPS, Fedex, or another reliable carrier, and include insurance.
We cannot be responsible for any errors or damage during shipping either direction.*

I am authorizing Pierre's Costumes to perform this work

Sign _____ Name _____ Date _____

Mascot pieces sent to Pierre's Costumes:

Costume

- | | |
|--|---|
| <input type="checkbox"/> Head | <input type="checkbox"/> Unibody |
| <input type="checkbox"/> Body form | <input type="checkbox"/> Leggings # _____ |
| <input type="checkbox"/> Sleeves # _____ | <input type="checkbox"/> Body cover |
| <input type="checkbox"/> Hands # _____ | <input type="checkbox"/> Feet # _____ |

Clothing & accessories

- | | |
|--|--|
| <input type="checkbox"/> Hat | <input type="checkbox"/> Crown |
| <input type="checkbox"/> Scarf / Kerchief | <input type="checkbox"/> Hat |
| <input type="checkbox"/> Antenna | <input type="checkbox"/> Other headpiece _____ |
| <input type="checkbox"/> Glasses | <input type="checkbox"/> Collar |
| <input type="checkbox"/> Earmuffs | <input type="checkbox"/> Necklace |
| <input type="checkbox"/> Overalls / jumpsuit | <input type="checkbox"/> Tank top # _____ |
| <input type="checkbox"/> T-shirt # _____ | <input type="checkbox"/> Vest # _____ |
| <input type="checkbox"/> Jersey # _____ | <input type="checkbox"/> Jacket # _____ |
| <input type="checkbox"/> Dress # _____ | <input type="checkbox"/> Other top _____ |
| <input type="checkbox"/> Pants # _____ | <input type="checkbox"/> Shorts # _____ |
| <input type="checkbox"/> Skirt # _____ | <input type="checkbox"/> Toga / tunic |
| <input type="checkbox"/> Cape # _____ | <input type="checkbox"/> Belt |
| <input type="checkbox"/> Purse / bag | <input type="checkbox"/> Apron |
| <input type="checkbox"/> Tail | <input type="checkbox"/> Socks |
| <input type="checkbox"/> Sign | <input type="checkbox"/> Other props _____ |

Cooling & Shipping accessories

- | | |
|--------------------------------------|---|
| <input type="checkbox"/> Fan unit | <input type="checkbox"/> Battery |
| <input type="checkbox"/> Charger | <input type="checkbox"/> Cool Vest |
| <input type="checkbox"/> Cool collar | <input type="checkbox"/> Shipping case |
| <input type="checkbox"/> Carry bag | <input type="checkbox"/> Performance manual |

Other items included _____

Please don't send items unrelated to the costume. We cannot be responsible for them.

Please return this form by e-mail or fax before sending anything to us.

Fax: 215-925-9616 E-mail: mascot@costumers.com Phone: 215-925-7121