

THEATRICAL MEMO POLICY

MEMOS ARE A PRIVILEGE FOR SHOWS AND SHOPPERS WHO REGULARLY PATRONIZE OUR BUSINESS.

We appreciate your patronage at our store and strive to provide excellent service to all our customers. That being said, Covid changed the world, and changed the way we must operate to keep our doors open.

Due to the amount of time and labor it takes our small team to pull garments and assist on productions, we have implemented new store policies to ensure all clients have a positive experience working with us.

1. Initial Inquiry

For any inquiries or assistance, customers are required to email us at support@bratenders.com ahead of any planned trips to the shop so we can better understand your production needs. On days with no appointments on the calendar, we may choose to work from home, so it is imperative you contact us before arriving at the shop.

2. Consultation/Hosiery Appointments

If you require in-person assistance, a consultation appointment is mandatory, and costs \$25. Please email or call ahead with the requested time of your visit, and an overview of your costuming needs.

When you need help to figure out different skin tones, shades, sizes and sheerness, please schedule a consultation to ensure someone is available to help you, and then come prepared with the information required for sizing: height, weight, preferred size, and/or a photo. It is impossible to help without relevant information.

3. Fittings for Cast

If you need undergarment fittings for one or more cast members, email us at support@bratenders.com with a rough idea of what your performers will need from the fitting. From there, based on your needs, we will either schedule a 20 or 45 minute consultation.

The appointment fee of \$50 applies to each fitting. However, here's an opportunity: You can schedule 2 people at one time, and if your purchase during the fitting session exceeds \$150, we will refund the appointment fee. If your purchase does not reach \$150, the fee will not be refunded.

5. Restocking and Handling Fee

Any memos that result in no purchase will be charged 35% of the total value of the memo. Memos are for 7 days, unless otherwise arranged. Merchandise must be in perfect, saleable condition with tags attached.

Anything with a crotch is purchase only

Hosiery is purchase only. you may buy up to 12 samples at 40% off MSRP

Adhesives, garters and other accessories are purchase only

Please note that this policy is in place to ensure fair treatment of all customers, and to maintain the quality of our services with a very small staff. We appreciate your understanding and cooperation. If you have any questions or concerns, please feel free to reach out to us via email or phone. Thank you for choosing our store for your theatrical needs.

I agree to the Terms of Service _____