

Your Santa Care

Santa Care includes:

- an inspection and evaluation of your item(s)
- repair of *routine* wear and tear to lace and foundation
- filling in of lost hair in keeping with routine wear and tear
- thorough washing of all pieces
- an identification label if your wig does not already have one
- cleaning of lace edges
- full restyling to your specified “look”
- return shipping

The goal of Santa Care is to clean and restyle your pieces, while ensuring they stay in tip top shape for many years to come.

Santa Care does not include:

- Significant repair to pieces caused by improper care or handling
- Significant addition of hair or other changes outside the scope of your original order

We are happy to do those things, but an additional charge will be assessed. There is space on your enrollment form to request a significant addition of hair or to detail areas of damage or concern.

Ordering New Items

There is a space to order mustaches and eyebrows and supplies at the discounted Santa Care rate at the end of the form. The special rate is available only when using this form. Just mark the quantity needed and add the total to your enrollment fee, and when we send out your freshly cleaned and styled set, we'll also send the new pieces.

How to Enroll

Please print out the form, fill it out, and return it with your item(s). You do not need to include this page. Due to the high number of sets we receive each year, *we cannot accept or process items without a printed form*. The form should be printed and included in the box with your set. *Sets that lack the proper documentation are at risk of being returned unserviced!*

The enrollment costs can be paid by sending a check for the total amount due or by credit card. If you choose the credit card option, you may choose to have an invoice emailed to you or to include your card information on the form where indicated. International clients will need to pay via Paypal (an invoice will be sent via email).

When your item(s) is returned, it will also include an assessment from Beth, our Santa Care Coordinator, letting you know what was done and providing any feedback on the condition of your set when we received it. She'll also let you know if any areas of your items are likely to need more significant repair or refurbishment in upcoming seasons.

Arrival Evaluation

When your package arrives, our Santa Care Coordinator, Beth, will open it to account for each item submitted and evaluate the overall condition. If you are aware of any pre-existing damage, please indicate that in the spaces provided on the form so that we can prioritize your service accordingly, whether an item needs repair, refurbishment, or replacement.

For any additional repair or refurbishments determined to be outside the normal scope of Santa Care, Beth will email you to discuss the available options and cost estimate. Occasionally, the true extent of service needs may not be obvious upon preliminary inspection, but will be discovered during the routine course of maintenance work. Beth will contact you as soon as possible about our findings and possible solutions if that is the case.

How to Ship Your Items

Please be sure the parcel and the contents are clearly labeled with your name and that you include the printed enrollment form inside the box. Due to an increasing variety of issues we and our clients have experienced with all shipping carriers, including delayed delivery and package theft, we strongly suggest you send your parcel with tracking and insurance, which may provide coverage in the event your shipment is lost or damaged. We also recommend using the delivery confirmation/signature requirement for your package whenever possible.

Please note that we cannot assume responsibility for a package that is lost or damaged in transit, nor any Santa Care shipment unless and until we have signed for it at the studio.

**The mailing address is:
4615 S. Third St.
Louisville, KY 40214**

Due to the high volume of sets we receive for Santa Care, we cannot track incoming shipments, so we advise you to keep an eye on your package so you can be sure it arrives safely. Within one business day following the arrival of your parcel, you'll get an email confirmation.

If you send mustaches or eyebrows ("small goods") for cleaning, please be sure they are in an envelope with your name and the quantity of pieces marked on it. Mustaches and eyebrows are much more fragile than wigs or beards, and cannot always be fully cleaned or restored. Beth will contact you if she has concerns about the condition of your small goods.

Please ship your items to us in a box that is at least 8x8x8. If you still have the original box we shipped your set in, you'll find it is a great way to return the set to us. It might seem fussy for us to put a size recommendation on here, but it's not good for your set to be crammed into a container that is too small for it. You want a box that allows just enough room for the items without having to squeeze them in.

To safely send your items, please wrap them in tissue paper and put them in the box. The beard can be wrapped in tissue and placed inside the wig, with another piece of tissue wrapped around both. It is not necessary or desirable for you to use bubble wrap or other heavy duty packing materials. *Please do not use packing peanuts!* They are unnecessary and generate a lot of static, which makes it harder for us to remove your items, resulting in messier hair.

Please send only your wig, beard or small goods - do not include head blocks or carrying/storage cases.

We encourage you to send your items before March 31, 2021 and offer the service at a reduced rate if you do so. Items sent after April 1, 2021 will be accepted as long as there is space remaining in our Santa Care queue. No items can be accepted after July 1, 2021 without Beth's pre-approval on a first come, first served evaluation.

Keep these first two pages for your records, you only need to include the three final pages. If you have any questions about Santa Care or your items' enrollment, please email Santacare@customwigcompany.com.

Santa Care Enrollment Form 2021

_____ Please check here if your address or contact information has changed in the last year

Name : _____ Mailing Address: _____

Phone : _____ Email : _____

Please indicate the quantity of each you are sending:

_____ Wig(s) _____ Beard(s) _____ Mustache(s) _____ Eyebrows (pairs)

Have you noticed any wear and tear on your set or do you have any areas of concern? If need be, feel free to include a photo. You may also email photos to SantaCare@customwigcompany.com.

Are there any alterations or adjustments wanted on your set at this time? If so, please specify and feel free to include or e-mail additional pages or photos. Alterations or adjustments that require significant changes to your set will incur additional costs – Beth will email you the details and estimated costs prior to making any changes.

Has your piece(s) sustained any stains, such as makeup or adhesives? Please be advised that an excessive buildup of adhesive or makeup stains may prove impossible to remedy - we will do everything we can to clean the lace, but may halt cleaning if we fear it will damage the lace to continue. Beth will contact you if this is the case and let you know what options are available.

If your beard has an elastic strap, does it fit correctly and comfortably? If not, we can adjust the length if you provide a measurement. We can add an elastic strap if you do not have one, just provide a measurement from ear-to-ear over the top of your head. There is a space at the end of this form to indicate you'd like a strap added or replaced, the cost of which is \$5.

Unless otherwise noted here, we will re-style your set for the 2021 season based on your most recent style. Should you wish any changes to how your set is styled, please list them here, include a photo or e-mail pictures. You may also reference pieces from our Style Guide if you wish to have the style of your pieces changed.

Returning Your Items

Items sent after April 1 will be returned in the order they are received, but we cannot guarantee a return date before November 1, 2021, though we will do our best to get them out as quickly as possible. If you have a deadline before that, please email SantaCare@customwigcompany.com in advance to see if we can accommodate it.

Santa Care Enrollment after April 1 is subject to Peak Pricing, as listed on the final page of the form.

Please list the date by which you would like your items returned. Standard priority mail shipping is included with Santa Care and covers delivery on Monday – Saturday. We provide a tracking number via email from the US Postal service at the time of shipping.

Please allow at least 60 days for your items to be processed.

Return my items by: _____ If no date is specified, your items will be shipped to you by November 1, 2021 (October 1, for international clients)

We suggest making a note of your listed return date, for your reference.

Payment Information

- A “set” includes one wig, one beard, and up to 4 mustache(s), plus as many eyebrows as you care to send.

Name: _____

Enrollment Fees - Check all that apply

	Quantity	Domestic before 3/31/21	Domestic after 4/1/21	International before 3/31/21	International after 4/1/21
Wig and beard set		\$145	\$185	\$195	n/a
Wig only		\$95	\$125	\$140	n/a
Beard only		\$85	\$115	\$120	n/a
Re-lace Wig		\$300	n/a	\$300	n/a
Re-lace Beard		\$275	n/a	\$300	n/a

If you want to order any of the items below, note the quantity and specify the style, if relevant

Piece	Cost	Quantity	Notes
Mustache	\$80		
Eyebrows	\$85		
Canvas Block	\$38		
Wig/Beard Care Kit	\$25		
Roller/Styling Kit	\$38		

Total Cost of options above \$ _____

Enclosed check _____ Please email me an invoice _____

Please charge my credit card for the total amount of the above options:

Card # _____ Verification Code _____

Expiration _____ Billing Zip Code _____