

Your 2024 Santa Care

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

Santa Care includes:

- an inspection and evaluation of your item(s)
- repair of *routine* wear and tear to lace, hair and foundation
- Replacing 'shed' hair due to ordinary wear and tear
- thorough washing of all pieces
- an identification label if your wig does not already have one
- cleaning lace edges
- restyling to your specified "look"
- return shipping

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
- Removal of substantial built-up adhesive, glue or tape or stains

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.

How to Enroll

Please print this form, fill it out, and include it with your item(s). You do not need to include this page. *We cannot process items without this year's printed form. Shipments sent without a form will be returned unserviced!*

Enrollment can be paid by including a check for the total amount due. You may also choose to have an invoice emailed to you for payment via credit card or you can include your card information on the form where indicated. International clients will be emailed an invoice.

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.

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 on the form.

For repairs determined to be outside the normal scope of Santa Care, Beth will email you to discuss your options and the estimated cost. Occasionally, the full extent of service needs may not be obvious upon preliminary inspection, but will be discovered while we are working on your item. If that happens, Beth will contact you to discuss options for repairing the piece.

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

How to Ship Your Items

Please be sure the parcel and contents are clearly labeled with your name and that you include the printed enrollment form inside the box. 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 if 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 it has been signed for. Santa Care is ONLY available for items made by Custom Wig Company.

IMPORTANT: Our mailing address has changed for 2024!

The new mailing address is:
Custom Wig Company
ATTN: Santa Care
743 E. Broadway, #271
Louisville, KY 40202

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 confirming that it's arrived.

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 option. It might seem fussy to put a size recommendation on here, but it's not good for your items to be crammed into a container that is too small for it.

To safely pack 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 February 29, 2024 and offer the service at a reduced rate if you do so. No items can be accepted after May 31, 2024 without Beth's pre-approval.

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

Santa Care Enrollment Form 2024

_____ 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 2024 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 After Santa Care

Return my items by:

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

Unless a specific return date is listed, Santa Care items are processed and returned in the order they are received. If you don't list a return date, your items will be shipped to you before November 1, 2024 (October 1, for international clients) but the actual return date will depend on how many pieces are in the work queue ahead of you.

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.

Items sent after May 31, 2024 will be returned in the order they are received, but we cannot guarantee a return date before November 1, 2024.

Santa Care Enrollment after May 31, 2024 is subject to Peak Pricing based on availability.

Please allow at least 60 days for your items to be processed. Santa Care is only available for items produced by Custom Wig Company.

Santa Care Services Menu

To learn more about each service, visit our Santa Care webpage.

Santa Care Services: Please note the quantity of services you wish to purchase

	Quantity	Domestic before 2/29/24	Domestic 3/1 - 5/31/24	International before 2/29/24	International after 3/1/24
<i>Santa Care Cleaning and Maintenance Service:</i>					
Santa Wig		\$90	\$120	\$140	n/a
Mrs. Claus Wig		\$110	\$140	\$150	n/a
Beard		\$70	\$100	\$120	n/a
Mustaches (up to 6)		\$20	\$25	\$20	n/a
<i>Additional Services for your wig or beard:</i>					
Re-lace Wig		\$350	\$375	\$350	n/a
Re-lace Beard		\$275	\$300	\$275	n/a
Deep Conditioning Treatment (per item)		\$20	\$25	\$20	n/a
Brightening Treatment (per item)		\$25	\$30	\$25	
Elastic strap		\$5	\$5	\$5	n/a

*There's no additional charge for cleaning eyebrows when included with your other items.

To order any of the discounted items below, note the quantity and specify the style, if relevant:

Piece	Cost	Quantity	Notes
Mustache	\$90		
Eyebrows	\$90		
Canvas Wig Block	\$38		
Santa Wig/Beard Care Kit	\$30		
Roller/Styling Kit	\$38		
Peppermint Mustache Wax	\$6		
Wig/Beard Tape Sampler	\$18		

Total Cost of all enrollment and items from 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 _____

I understand that I am enrolling in Santa Care for the 2024 season. I understand that if any of my enrolled items require significantly more time to clean due to excess build up of glue, staining or other issues outside of the usual "wear and tear," I may be billed accordingly. I also understand that Custom Wig Company will do their best to inform me in advance if they anticipate any pieces needing additional time or work, but that it is not always possible to predict this.

I understand repairs or changes outside the scope of Santa Care will incur additional charges. I understand that I will be notified via email with an estimate for the cost before any work is done.

I acknowledge that Custom Wig Company cannot be responsible for my incoming shipment until someone from the Company signs for it directly.

Printed Name:

Signature:

Date: