

## **2025 Santa Care**

The goal of Santa Care is to 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
- Shampoo and conditioning of all pieces
- an identification label if your wig does not already have one
- 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 or cleaning of any adhesive, glue or tape on lace or hair.
- Stain removal

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 in Santa Care 2025**

Please print the form, fill it out, and include it with your item(s). You do not need to include this page. *If you don't include the printed form, we will not be able to work on your Santa Care.*

Enrollment can be paid by including a check for the total amount due or by including credit card payment information. You can also request to pay online and we will email you a link.

***Clients outside the US:*** *you will be emailed a link to pay your enrollment online. Please note that as of 2025, international shipping and handling charges consistent with your location will be added to your invoice rather than included in the base enrollment.*

Regretfully, we are not currently able to take Santa Care enrollments from residents of the EU or NI.

### **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.

# The Santa Care Process- What You Can Expect

## 1. 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.

If the arrival evaluation reveals any issues determined to be outside the normal scope of Santa Care, Beth will email you to discuss the options for addressing those issues and the estimated cost. Occasionally, we will only realize your item needs additional work or repair once we are actively working on it. If that happens, Beth will contact you to discuss options for repairing the piece.

## 2. Scheduling Your Santa Care to Return to You

There is a space on your enrollment form to tell us if you need your Santa Care items returned to you by a specific date in 2025. Beth will schedule your Santa Care so that your pieces (including any new items you order) will be done before that date.

If you do not put a 'return by' date on your enrollment form, your items will be scheduled for completion sometime before October 1, 2025. Items without a return date are processed in the order they are received, based on the overall Santa Care schedule at the time you send your pieces.

When Beth emails you to confirm that your Santa Care has arrived and been evaluated, she will also confirm the date by which we will return your items. We ask that you allow at least 60 days from the date you mail your Santa Care items.

### ***A note about changing your 'Return By' date***

Each year, we get requests from Santas who wish to get their Santa Care items returned to them earlier than the date they listed on their form. This is usually because an unexpected early opportunity came up and they need their items. If you find yourself in this situation, email Beth and let her know. Whenever possible, we will try to accommodate a scheduling change but our ability to do so will depend on the rest of the schedule. Please be advised that the later in the year, the harder it is to adjust the schedule.

## 3. Your Pieces are Cleaned, Restyled and Ready to Return

Based on the date you asked to have your items returned, Beth will schedule their active time in Santa Care. That's when your pieces will be shampooed and restyled, and when any repair or refurbishment will take place. Then everything will be packed up and shipped to you via USPS Priority Mail with tracking and signature confirmation.

When your Santa Care 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 there is no adhesive or tape left on the lace of your pieces before you pack them. It's not good for your items to sit with tape or glue on them, even just during transit to us. The longer glue or tape sits on lace, the harder it is to remove and the more likely it is to cause damage to the lace. If it is necessary for us to remove glue or tape, an additional cleaning fee of \$25 per piece will apply.

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.

Our 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 two business days following the arrival of your parcel, you'll get an email confirming that it's arrived.

- If you send mustaches or eyebrows, please be sure they are in an envelope with your name and the quantity of pieces marked on it.

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.

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, mustaches or eyebrows - do not include head blocks or carrying/storage cases.*

### **Shipping and Enrollment Dates**

We encourage you to send your items before February 28, 2025 and offer the service at a reduced rate if you do so. No items can be accepted after May 1, 2025 without Beth's pre-approval, based on the Santa Care schedule.

*Keep these pages for your records, you only need to mail the final four pages. If you have any questions about Santa Care or your items' enrollment, please email [Santacare@customwigcompany.com](mailto:Santacare@customwigcompany.com).*

## Santa Care Enrollment Form 2025

\_\_\_\_\_ 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 or email photos to [SantaCare@customwigcompany.com](mailto: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 2025 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.

**Return my items by:** \_\_\_\_\_

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

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 October 1, 2025 but the actual return date will depend on how many pieces are on the schedule 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.

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Santa Care Enrollment after May 1, 2025 is subject to peak pricing and is based on availability. The estimated return date for items enrolled after May 1, 2025 will be based on the schedule at the time of submission.

**Santa Care is only available for items produced by Custom Wig Company.**

**Due to new import regulations, we cannot accept any Santa Care enrollments for those who live in the EU or NI.**

## 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**

	<b>Quantity</b>	<b>Domestic</b> before 2/28/25	<b>Domestic</b> Mar 1 to May 1, 2025	<b>International Santa Care is only</b> <b>available until 2/28/25.</b> Please note that your enrollment invoice will include a charge for return shipping based on your location.
<i>Santa Care Cleaning and Maintenance Service:</i>				
Santa Wig		\$90	\$125	\$100
Mrs. Claus Wig		\$110	\$150	\$120
Beard		\$70	\$105	\$90
Mustaches (up to 6)		\$25	\$35	\$25
<i>Additional Services for your wig or beard:</i>				
Re-lace Wig		\$350	\$425	\$350
Re-lace Beard		\$300	\$375	\$300
Deep Conditioning Treatment (per item)		\$20	\$25	\$20
Brightening Treatment (per item)		\$25	\$30	\$25
Elastic strap		\$5	\$5	\$5

\*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		

***If you order a wig block, care kit or roller styling kit, an additional shipping charge of \$10 will be added to your invoice due to the size and weight of these items.***

**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 2025 season. I understand that if any of my enrolled items require significantly more time to clean due to 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, including removal of glue or tape, 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: