

## **2026 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 enrollment includes:

- 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:

- repair to pieces caused by improper care or handling
- 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.

### **How to Enroll in Santa Care 2026**

Please print this form, fill it out, and include it with your item(s).

*If you don't include the printed form, we will not be able to work on your Santa Care.*

***Clients outside the US: in 2026, we are not able to accept any international (non-US) enrollments. We apologize for any inconvenience and hope to offer Santa Care to clients outside the US again in 2027.***

### **Ordering New Items with your Santa Care**

There is a space to order new 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 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 issues 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 2026. 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 November 1, 2026. Items without a return date are processed in the order they are received.

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 try to accommodate a scheduling change. Please be advised that the later in the year, the harder it is to adjust the schedule.*

### **3. Your Pieces are Cleaned, Restyled and Returned**

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 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 to Us**

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.

**If we have 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 include the printed enrollment form inside the box.

We strongly suggest you send your parcel with tracking and also recommend using the delivery confirmation/signature requirement for your package if possible.

To ensure the safety of your parcel, all incoming shipments are received at the local UPS Store, where they are signed for and held securely until a CWC employee picks them up.

Please note that we cannot assume responsibility for a package that is lost or damaged in transit, or any 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 items we receive for Santa Care, we cannot track incoming shipments, so we advise you to keep an eye on your package tracking so you can be sure it arrives safely.

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 and you can use it year after year.

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.

- 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.

It is not necessary or desirable 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.*

Reminder: We are NOT able to accept Santa Care from residents outside the US. **Please DO NOT send items if you live outside the US.**

We suggest keeping printing and keeping pages 1-3 for your records.

## Shipping and Enrollment Dates

We encourage you to send your items before February 27, 2026 and offer the service at a reduced rate if you do so. No items can be accepted after April 30, 2026 without Beth's pre-approval, based on the Santa Care schedule.

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

## **Santa Care Enrollment Form 2026**

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

Name :

Street Address:

City:

State:

Zip:

Phone :

Email :

Please indicate the quantity of each you are sending:

\_\_\_\_\_ Wig(s)    \_\_\_\_\_ Beard(s)    \_\_\_\_\_ Mustache(s)    \_\_\_\_\_ Eyebrows (pairs)

Have you noticed any damage or wear on your item(s) or do you have any areas of concern? If need be, feel free to email photos to [SantaCare@customwigcompany.com](mailto:SantaCare@customwigcompany.com).

Are there any changes, alterations or adjustments wanted on your set at this time? If so, please specify and feel free to e-mail additional information or photos to [SantaCare@customwigcompany.com](mailto:SantaCare@customwigcompany.com). Alterations or adjustments not in keeping with the scope of the Santa Care 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, from makeup or other substances? Are there areas of stubborn adhesive you have been unable to remove? *Please be advised that an excessive buildup of adhesive or makeup stains may prove impossible to remedy.*

What type and brand of liquid adhesive or tape do you typically use?

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 2026 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.

If there is anything else you'd like us to know about your items, please feel free to email SantaCare@customwigcompany.com or attach an additional page.

**Return my items before:** \_\_\_\_\_

**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.

If you don't list a return date, your items will be processed and returned in the order they are received, before November 1, 2026.

Standard priority mail shipping is included with Santa Care. USPS provides a tracking number via email at the time of shipping.

**Santa Care is only for items produced by Custom Wig Company and ONLY for US residents.**

### **Santa Care Menu**

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

**Please note the quantity of services you wish to purchase**

<i>Item Enrolled:</i>	<i>Quantity:</i>	<i>Cost</i> before 2/27/26	<i>Cost</i> 3/1 - 4/30, 2026
Santa Wig		\$95	\$130
Mrs. Claus Wig		\$110	\$150
Beard		\$75	\$115
Mustaches (up to 6)		\$30	\$45
<i>Additional Services for your wig or beard:</i>			
Re-lace Wig		\$400	\$475
Re-lace Beard		\$350	\$400
Deep Conditioning (per item)		\$20	\$25
Brightening Treatment (per item)		\$25	\$30
Elastic strap		\$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:**

<i>Item</i>	<i>Cost</i>	<i>Quantity</i>	<i>Notes</i>
Mustache (please specify style in notes column)	\$110		
Eyebrows (per pair)	\$125		
Canvas Wig Block	\$38		
Santa Wig/Beard Care Kit	\$30		
Roller/Styling Kit	\$38		
Peppermint Mustache Wax	\$6		
Wig/Beard Tape Sampler	\$24		

***If you order a wig block, care kit or roller kit, a 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 2026 season.
- ☐ 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 or their representative signs for it directly.
- ☐ I understand that Santa Care 2026 is ONLY open to US residents and that returned items can only be shipped to US addresses.

Printed Name:

Signature:

Date: