

Really Important Stuff You Need To Know About Your Rental Order...

Thank you for choosing The Celtic Croft for your kilt rental needs! We look forward to handling your order! It's our goal to make your kilt rental experience as stress-free and enjoyable as possible, and to ensure that your rental proceeds as smoothly as possible. The following is everything you need to know to make that happen.

The following information is very important! It's more than just a Terms and Conditions document. It contains everything we can think of to make your rental a success. Please read everything, and be sure that you understand it. If you have any questions, please ask!

Payment/Billing: Our online credit card processor charges all orders in full when they are placed. Many prefer it this way for budgeting purposes. (For example, you might prefer the money to be gone now, rather than worry about whether or not it will be available at that critical time just before your wedding.)

However, if you would prefer *not* to pay in full at the time you place your order, you can select the “*Payment Arrangement By Phone*” option at checkout. Then give us a call with your credit card information. Our rental coordinator will charge a 50% deposit when your rental order is processed and scheduled. The remaining 50% will be charged as we are preparing your rental for shipment.

Cancellations: Please contact us as soon as possible if you need to cancel your rental order! Except for the following exceptions, we will issue a full refund up to 10 days before your event. **1)** If your rental order has already shipped we cannot issue a refund. **2)** If you have ordered a “Keep the Kilt”, and the kilt is already under production, we cannot issue a refund for your “Keep the Kilt”. (In that case you can still “keep the kilt” if you choose, but we’ll need to charge full retail price — the remainder will be charged when we ship the kilt to you.)

Event Date/Travel Time: When you give us the event date, please specify the actual date of the event. If you have to travel for your event with your rental, let us know the date you will be leaving and we will work with you to make sure you have it in time for your travels. (Extended rental and/or expedited shipping cost might apply.)

Delivery Timing: We generally ship your rental about 10 days before your rental date. You should receive your rental 2-3 days before your event date. If you would like to receive your rental earlier than scheduled (if you would like your rental to ship out earlier than the 10 days), it will cost an additional \$15 per day or \$100 per week. This also applies if you need to keep your rental for an extended period of time. Please let us know as soon as possible before your event so we can schedule your extended rental period.

Sizing Information: Kilt sizes are not the same as pant sizes! Jackets are not always the same as US jacket sizes. You must actually measure, or your rental will not fit. (See measuring instructions below.) Please double check your measurements.

What If Something Doesn't Fit? Please try on your entire rental as soon as you receive it, even the shoes, so that we have time to correct any sizing errors, if necessary. Please contact us immediately if you have a problem with any of your items. For any errors on our part, we will gladly pay for expedited shipping of replacement items. You will be responsible for expedited shipping for sizing errors on your part.

We will work like superheroes to make sure you have everything you need in time for your event. But please note — it may not be possible, super-powers aside, to correct all sizing errors at our busiest times when all rental inventory is already in-use. But we promise to do our best!

If a sizing issue can be solved by minor, non-destructive alterations by a local tailor, and if we determine that this is the best solution, we will authorize the alteration and reimburse you up to \$15 per item altered if the error was ours. If the error was yours, alterations must still be authorized, and the alterations will be at your expense.

Keep The Kilt Option: “Keep the Kilt” kilts are made-to-order, just for you, and this takes time. To ensure that you get your personal “Keep the Kilt” in time for your event, we will need your order placed, and *finalized**, at least 6 weeks before your event date. Any “Keep the Kilt” orders finalized less than 6 weeks before your event date may not make it in time. In this case we'll send you a Black Watch rental kilt for an additional cost of \$15.00, and we'll ship your “Keep the Kilt” to you once it arrives. (Allowing for the occasional snafu, if you've given us 6 weeks or more, and your kilt still doesn't arrive in time, we will provide a Black Watch rental kilt for you to use at no additional cost.)

If you're short on time, and you want to give it a chance anyway, give us a call — we'll let you know the odds of receiving your kilt in time, and we'll do everything we can to make it happen. But please keep in mind that we have very little control of the time needed by the kilt maker to make and deliver your kilt to us.

*** What do we mean by finalized?** Many customers place rental orders for more than one person in a rental party. Sometimes they don't have all the sizing information they need at the time they place the order. Often they arrange for each member of the rental party to call-in with their size information. What happens when you place the order 12 weeks before your wedding, but one of your groomsmen doesn't call in his sizes until just 2 weeks before the wedding? You end up with that guy wearing a Black Watch kilt, and everyone else wearing their “keep the kilt” kilts that were ordered in plenty of time.

That same guy might also have to wear stuff that just doesn't fit right. Rental inventory is scheduled as orders are finalized, on a first-come-first-served basis. The sooner everyone gets their measurements in, the more peace-of-mind you will have that your rental is scheduled and confirmed. The more time we have, we will even order new rental stock to accommodate busy weekends. 12 weeks is great. 2 weeks is not so great.

We'll try to let you know if we haven't heard from members of your rental party as deadlines approach, but it is your responsibility to keep tabs on these people and be sure they get their measurements and information to us when they are supposed to.

Rental outfits are due back within 5 business days after the scheduled event date. This means you need to ship the package(s) back on Monday or Tuesday following a weekend event. We have a busy schedule and want to assure that all rentals are back, cleaned, and out for the next person on time. Remember someone's wedding could rely on you getting your rental back on time! If you know you will need more time, please make arrangements with us as soon as possible before your event.

(Special circumstances will receive special consideration — if some emergency, or other serious unforeseen circumstances, prevent you from returning your rentals on time, please contact us as soon as possible. In any case, whatever your reason, it needs to be good enough to justify potentially ruining someone else's wedding.)

Each rental will include a UPS or USPS return label and instructions for return shipping. Please use the included label. If your return label is lost, let us know, and we will email you another one. This label provides important tracking information, and proof that you have returned your rental. If there is any question later whether or not you returned your rental, if your label was not used, then you did not return your rental.

There is a \$15.00 late fee, per rental package, for each day it's late. Maximum late fee is equal to the replacement cost of the outfit plus \$100. Late fees are non-refundable. In the event that you choose not to return our rental package(s), and if we are unable to charge your credit card for the above mentioned maximum late fee(s), your account will be turned over to a collection agency. An additional \$200 collection fee, per rental outfit, will be added. We sincerely hope it does not come to this!

Damaged or Missing Items: Normal wear and tear is expected with rental items. However, you are responsible to pay for damaged or missing items that need to be repaired or replaced. Damages that can be repaired through minor tailoring (missing buttons, small rips or tears, etc.) will be charged a flat fee of \$15 per item repaired. Unauthorized alterations made to a rental item will result in a \$25 charge to return the Product to its original condition. Any items returned with stains that cannot be removed by laundering or dry-cleaning will be considered damaged beyond repair.

If we determine that a rental item is damaged beyond repair, or if a rental item is not returned, you will be charged the Replacement Fee for each item (below).

Replacement Fees:

Argyle or Prince Charlie Jacket: **\$300**
Argyle or Prince Charlie Vest: **\$100**
Kilt: **\$100**
Formal Shirt: **\$25**
Jacobite (Casual) Shirt: **\$50**
Ghillie Brogues (shoes): **\$85**
Leather Sporrán: **\$45**
Fur Sporrán: **\$75**
Belt and Buckle: **\$50**
Sash Brooch: **\$50**
Child's Vest: **\$30**

Garment Bag: **\$50**
Kilt Hanger: **\$10**
Kilt Pin: **\$25**
Cufflinks: **\$25**
Sgian Dubh: **\$25**
Hose Flashes: **\$25**
Fly Plaid: **\$50**
Fly Plaid Brooch: **\$50**
Sash: **\$50**
Bow Tie: **\$10**
Child's Formal Shirt: **\$20**

Child's Kilt: \$50
Child's Sporrán (leather or fur) \$25
Child's Belt & Buckle: \$25

Child's Bow Tie: \$5
Child's Hose Flashes \$10

Measuring Instructions:

Prince Charlie Jacket and Vest: Jackets made in Scotland can be a little tighter than US jackets. We need to know actual inch measurements to ensure the jacket will fit you properly.

- 1) Have someone help you. Stand up straight, and don't look down. If you try to do this on your own your measurements will be wrong.
- 2) Take a full breath and hold it.
- 3) Measure around the largest part of your chest, under your arms, with your arms relaxed at your side.
- 4) Measure around your belly with belly relaxed. (Unless you plan to suck in your gut all evening, you don't want your vest to fit too tight!)

Kilt: We need three measurements to make sure your kilt will fit you correctly: Kilt Waist, Hip (seat), and Kilt Length.

- 1) Have someone help you. Stand up straight, and don't look down. If you try to do this on your own your measurements will be wrong.
- 2) Measure comfortably around your middle, at your navel (belly button). This is your kilt waist. If you have a bit more around the middle than you might like to have (like I do), you may want to measure a little bit higher than the navel to get over the crest of the "beer gut". The higher waist will help your kilt stay up where it belongs.
- 3) Measure around your hips (seat) at the fullest point (usually 6-8 inches below the kilt waist).
- 4) Measure from your kilt waist to about the middle of the knee.

Ghillie Brogues (shoes): Shoe sizes are pretty accurate, but we have found that the thicker kilt socks can make a tight fit. If this is a concern, we recommend going with a ½ size larger.

Please let us know if you have any questions at all! On Behalf of all of us at The Celtic Croft, we look forward to helping you make your special day just a bit more special!

Kaurina Niznik
Rental Coordinator
The Celtic Croft, Inc.
8451 Xerxes Ave N
Brooklyn Park, MN 55444

Phone: (763) 569-4373
Fax: (763) 549-3583
Rentals@TheCelticCroft.com
www.kilts-n-stuff.com