

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 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!

Our “No Zillas” Policy: We have a strict “No Zillas” policy. Bridezillas, groomzillas, brozillas, momzillas, dadzillas, etc., will not be tolerated. We do understand the potential stress and frustrations involved in planning a wedding, and we are here to help, so please be courteous. If you are mean or abusive to our staff we will cancel your rental order.

Payment/Billing: Online orders are charged in full when they are placed. Many prefer it this way for budgeting purposes. 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 at that time. Please plan for the remaining 50% to be charged up to 20 days before your event date. (If you would like to use a credit card other than the one used for the deposit, please let us know in advance.) Your rental is not considered confirmed until at least a 50% deposit has been paid.

All rental orders must be paid in full before they can be shipped. If we have any problems charging your order with the payment method you have provided, we'll do everything we can to contact you for valid payment information. But please keep in mind that it is your responsibility to make sure that your rental has been paid for in time for us ship your order. Just in case you've missed our messages, please plan on reaching out to us as your event approaches to be sure that everything has been taken care of and you are good to go.

Cancellations: Please contact us as soon as possible if you need to cancel your rental order! We will issue a full refund up to 10 days before your event. If your rental order has already shipped we cannot issue a refund. If you have ordered a “Keep the Kilt” and the kilt is already under production, we cannot issue a full refund. In that case you will be charged full retail price for the kilt (\$119 plus \$10 shipping) and we'll ship the kilt to you as soon as we receive it. The remainder of the rental cost (if any) will be refunded 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 in the comments section during checkout or via email/phone call, 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 3-4 days before your event date. If you would like to receive your rental earlier than scheduled, 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.

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, or if you have not contacted us within 24 hours of receiving your rental.

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, the alterations will be at your expense. Any and all alterations must be approved. If any unauthorized alterations are performed, you will be responsible for the full cost of repairing or replacing these items (see *Damaged or Missing Items (your bad)* below).

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 confirmed, at least 8 weeks before your event date. Any “Keep the Kilt” orders confirmed with less than 8 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.

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 these kilts are tailor made and take time to be made and delivered to us. If you order a “Keep the Kilt” on very short notice (for example, two weeks before your event date), we reserve the right to cancel the “Keep the Kilt” part of your order and send you a rental kilt instead.

Alternatively, on short notice (less than 8 weeks before your event date), we can make your kilt for you in-house for an *additional* cost of \$200. Please let us know when you place your reservation if you want to go with this option, and we'll let you know if it is possible.

When is my Rental Confirmed?

Your rental is confirmed when at least 50% deposit is made, and you receive confirmation from our rental coordinator that your rental is scheduled and in progress. Your “Keep the Kilt” will not go into production until your order is confirmed. Please make sure you place your rental order more than the suggested 8 weeks ahead, to make sure your “Keep the Kilt” will make it in time.

Large Party Events:

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 person might also have to wear items that don't fit quite right. Rental inventory is scheduled as orders are reserved, 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 reserved and confirmed. Given enough time, we will even order new rental stock to accommodate busy weekends. 12 weeks is great. 2 weeks is not so great.

It is your responsibility to keep tabs on the people in your party and be sure they get their measurements, information, and payment to us on time. If we have trouble communicating with any member(s) of your party, we'll contact you and let you know that we need your help in reaching out to them. If it comes down to a few days before shipping time, and we still have not received valid payment information for any member(s) of your party, we will contact you asking how you would like to proceed. We recommend putting a deadline to your wedding party when their full payments need to be made to avoid these situations.

Rental outfits are due back within 5 business days after the scheduled event date. 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 special event could rely on you getting your rental back on time! We suggest shipping your rental the next USPS or UPS business day after your event date. Special circumstances will receive special attention. If you believe your rental will be late, please contact us to discuss the situation.

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 we have the right to assume your rental was not returned.

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 (sorry, our mistake): We make every effort to inspect rental items for damage and wear as they are checked into inventory, and again before they are shipped to you. We have high standards, and we repair or retire any items that don't meet those standards. In the rare event that we have shipped you a damaged or broken item, please contact us within 24 hours of receiving your rental and we will do what we can to fix the situation. If something breaks while you are trying it on, please contact us immediately. We'll either credit you for the item or ship you a replacement item (your choice).

Damaged or Missing Items (oops, your bad): Simply put, please treat our stuff with respect. You would not want to receive a rental item that some previous customer had abused, so please have the same courtesy. Normal wear and occasional breakage is expected with rental items. Normal wear includes: missing buttons, broken straps, broken buckles, broken belt loops, missing sporran tassels, etc. However, you are responsible to pay for *other* damage or missing items that need to be repaired or replaced.

- Damages that can be repaired through minor tailoring (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 (pre-altered) condition.
- If an item cannot be restored to *our* rental standards, you will be responsible for the replacement cost of the damaged or altered item.
- 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 as detailed below.

Replacement Fees for Missing Items:

Argyle or Prince Charlie Jacket: \$300	Garment Bag: \$50
Argyle or Prince Charlie Vest: \$100	Kilt Hanger: \$10
Kilt: \$100	Kilt Pin: \$25
Formal Shirt: \$25	Cufflinks: \$25
Jacobite (Casual) Shirt: \$50	Sgian Dubh: \$25
Ghillie Brogues (shoes): \$85	Hose Flashes: \$25
Leather Sporrان: \$45	Fly Plaid: \$50
Fur Sporrان: \$75	Fly Plaid Brooch: \$50
Belt and Buckle: \$50	Sash: \$50
Sash Brooch: \$50	Bow Tie: \$10
Child's Vest: \$30	Child's Formal Shirt: \$20
Child's Kilt: \$50	Child's Bow Tie: \$5
Child's Sporrان (leather or fur) \$25	Child's Hose Flashes \$10
Child's Belt & Buckle: \$25	

Replacement Fees for Items Damaged Beyond Repair:

Argyle or Prince Charlie Jacket: \$200	Garment Bag: \$25
Argyle or Prince Charlie Vest: \$60	Kilt Hanger: \$10
Kilt: \$50	Kilt Pin: \$15
Formal Shirt: \$15	Cufflinks: \$15
Jacobite (Casual) Shirt: \$25	Sgian Dubh: \$15
Ghillie Brogues (shoes): \$45	Hose Flashes: \$15
Leather Sporrان: \$25	Fly Plaid: \$25
Fur Sporrان: \$35	Fly Plaid Brooch: \$25
Belt and Buckle: \$25	Sash: \$25
Sash Brooch: \$25	Bow Tie: \$5
Child's Vest: \$15	Child's Formal Shirt: \$10
Child's Kilt: \$25	Child's Bow Tie: \$5
Child's Sporrان (leather or fur) \$15	Child's Hose Flashes \$5
Child's Belt & Buckle: \$15	

Measuring Instructions:

This isn't your driver's license, and not the place to fib on size! We need correct measurements (not guesstimates) to make sure we reserve the items you need. You'd rather have your jacket and vest fit great (or a little loosely) than tight or not at all. If you give us incorrect measurements, we may be unable to send you a replacement that fits comfortably if the item is already reserved.

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. If you try to do this on your own your measurements will be wrong.
- 2) Stand up straight, and don't look down.
- 3) Take a full breath and hold it.
- 4) Measure around the largest part of your chest, under your arms, with your arms relaxed at your side.
- 5) Measure around your belly with belly relaxed.

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. If you try to do this on your own your measurements will be wrong.
- 2) Stand up straight, and don't look down.
- 3) Measure comfortably around your middle, at your navel (belly button). This is your kilt waist.
- 4) NOTE — If you find that your waist measurement is larger than your hip measurement, you may want to measure a little bit higher than the navel (up to 2 inches higher). The higher waist will help your kilt stay up where it belongs. Alternatively, if your waist measurement is larger than your hip measurement you might want to consider suspenders. (Ask us about purchasing tartan suspenders!)
- 5) Measure around your hips (seat) at the fullest point (usually 6-8 inches below the kilt waist).
- 6) Measure from your kilt waist to about the middle of the knee. (It is acceptable for your kilt length to land anywhere from the top to the bottom of your 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!