



Courier Instructions



How to safely send us your character

✨ Pack Your Costume Securely

- 📦 Use a sturdy cardboard box with space for padding.
- 🫧 Wrap delicate parts (like eyes or headpieces) in bubble wrap or soft fabric.

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- 🚫 Ensure no part of the mascot is crushed or sticking out.

Optional: Upgrade to our 📦 **Postage Kit** which includes a sturdy shipping box, liner, and return courier label – sent straight to your door. Just tick this option at checkout!

✂ Seal and Label the Parcel

- 🖨 Print and attach the prepaid shipping label we emailed you.
 - ✉ No printer? No problem – just let us know and we'll post one to you within 1-2 business days.
 - ✓ Double-check that the label is secure and legible.
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🚚 Book Your Collection

- 📧 You'll receive an email to schedule your collection.
 - ✓ Collections happen Monday-Friday and include tracking + insurance.
 - 🏠 Our courier picks up straight from your door – no post office trip needed!
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✉ Await Confirmation

- ✉ Once we receive your mascot, you'll get a confirmation email.
 - 📸 We'll send you a progress photo so you can see the magic happening.
 - 📖 Your mascot's transformation begins!
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📦 Return Shipping

- 🔄 We send your restored mascot back via the same tracked courier, fully insured.
 - ❤️ Your character returns fresh, safe, and ready for action.
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💬 Need Help?

Drop us a line anytime at: hello@themascotlab.com
Visit: www.themascotlab.com
