



Courier Instructions

How to safely send us your character

Pack Your Costume Securely

1

- Use a sturdy box with room for padding.
- Wrap delicate parts (like eyes or headpieces) in bubble wrap or soft fabric.
- Ensure no part of the mascot is crushed or exposed.

Seal and Label the Parcel

2

- Print and attach the prepaid shipping label we've emailed you.
- If you don't have a printer, let us know – we'll post one.

Book Your Collection

3

- You'll receive an email with a link to book your collection date with our courier.
- Collections take place Mon–Fri and are tracked and insured.

Await Confirmation

4

- Once we receive your mascot, we'll confirm its arrival and begin the restoration process.
- We'll keep you updated with a progress photo before return shipping.

Need help?

Contact us: hello@themascotlab.com