

# LOST AND FOUND

22 WEST 32<sup>ND</sup> STREET 11<sup>TH</sup> FLOOR  
NEW YORK CITY, NY 10001  
T 646 230 7747  
LOSTANDFOUNDPROPS.COM

## **Lost & Found Props presents: Tips for a perfect return!**

1. You will receive an itemized invoice with your order. Please consult this list and check off items as you pack them to be returned to Lost & Found. If for any reason you cannot find your invoice, please contact us and we will email you a copy!
2. We know things can get hectic on set and stickers can be misplaced, so it's a great idea to take photos of your order. That way, you can refer back to these images when packing up. Lost & Found props can also email you photos of your order if you find yourself in a bind!
3. Please make sure to retain and use all packing materials for your return. We re-use our packing materials as much as possible, so please send it all back to us.
4. Please, **DO NOT** use any tape on bubble wrap! Taping the bubble wrap is unnecessary and causes many problems on our end. Also, please **DO NOT** apply tape directly to any of our props or surfaces—any resulting damage is subject to a repair or replacement fee.
5. Please make note of your pick up/return location. Lost & Found Props has two locations, and all items must be returned to their original homes. Unfortunately, we will have to charge a fee for items returned to the incorrect location.
6. Please make note of the freight elevator hours at your pick up/return location! Our freight elevator at West 32<sup>nd</sup> Street is closed from 12-1pm daily. We cannot accept pick-ups or returns during that time. Unfortunately, this is a building rule and it is not in our power to make any exceptions.
7. As always, if you have questions or need any assistance, please do not hesitate to contact us! We will be happy to help in any way we can.

**West 32<sup>nd</sup> Street location (Manhattan):**  
22 W. 32<sup>nd</sup> Street, 11<sup>th</sup> Floor  
New York, NY 10001

[inquire@lostandfoundprops.com](mailto:inquire@lostandfoundprops.com)

(646) 230-7747

**Freight is closed from 12-1pm!**

**Brooklyn Navy Yard location:**  
63 Flushing Avenue  
Building 3, Suite 403  
Brooklyn, NY 11205

[brooklyn@lostandfoundprops.com](mailto:brooklyn@lostandfoundprops.com)

(718) 522-6790

(Use freight elevator #9)