



Thank you for contacting Museum Textile Services about the conservation of your historic clothing or textile. This document walks you through our conservation process from your initial examination to picking up your completed project. We follow these procedures because it helps us maintain the highest standards while adhering to the Code of Ethics and Guidelines for Practice of the American Institute for Conservation.

Every project begins with a conservation examination. During the conservation examination we closely study your item, take multiple digital photographs, determine the best course of treatment, and estimate costs for each proposed conservation treatment. A conservation report is then written, which includes the description, condition, appearance, proposed treatments and costs for your item. It is not possible for us to perform a conservation examination from photographs or video, and we cannot estimate the treatments or costs without first examining your item. There is a non-refundable \$300 charge for each report, payable by check, cash, or credit card at drop off or during shipment. We will not accept pieces onto our property without the report fee payment. Additional charges are incurred if we travel to perform the examination.

In 3 to 6 weeks you will receive your conservation report. Along with your conservation report you will receive a conservation agreement, which outlines the obligations of both the conservator and the client. Once you have read through your conservation report and conservation agreement, you may wish to contact us to clarify any details. In order to proceed with conservation, you need to sign the conservation agreement and return it to us along with your down payment. Down payments consist of 50% estimated labor costs and 100% estimated supply costs. Projects with custom supplies and/or over \$25,000 are subject to three payments instead of two.

The only option to bypass the conservation examination, is our “Vac & Pack” service. If you are looking to have your object ONLY surface cleaned using a conservation grade HEPA vacuum, then archivally packed using acid-free tissue in a new archival box. This service will remove all surface level particulates and provides a safe long-term storage solution. This service does not include stain reduction, wet cleaning, repairs, display options, additional storage options, mannequins, photographs, or post treatment reports. For “Vac & Pack” pricing, please provide our Studio Manager (admin@museumtextiles.com) with a description or title of your object, and its dimensions, and they will provide the cost for that service.

While we are preparing your conservation report, your item is kept in climate-controlled, archival storage. We are happy to store your item free of charge for up to one month after we complete your conservation examination. During that time, you must do one of the following three things: send us your signed conservation agreement and down payment; schedule an appointment to retrieve your item; or arrange for continued storage of your item. There is a \$100 per month per item charge for continued storage after your free month is over.

Conservation treatments are scheduled in the order in which the conservation agreement and down payment are received. Documentation and photography continue throughout the course of treatment, which helps us prepare your post treatment report. If we must make a change to the proposed treatment or cost, we will contact you. When we complete your project we schedule an appointment for you to retrieve your item. The balance of your bill is due at this time, we will not release the object from our facility without the balance paid. We are happy to store your item for up to one month after conservation is complete, after which we charge \$100 per month per item for continued storage. Alternatively, you may arrange for us to pack and ship your item back to you at an agreed-upon price.