



Robertson & sons
Violin shop
INCORPORATED

Fine Quality Instruments / Rentals / Repairs / Sheet Music

3201 Carlisle, N.E. Albuquerque, New Mexico 87110
(505) 889-2999 FAX (505)889-7790 1-(800) 284-6546

Approval Instructions

**Please read both sides of this document for important instructions.
By accepting this shipment, you have agreed to the following terms.**

Thank you for ordering instruments from Robertson & Sons Violin Shop (RSVS), Inc. Great care has been taken in selecting instruments to meet your needs and we hope you enjoy playing them this week. Take a moment to look over the following instructions.

- **Inspect your merchandise carefully upon receipt and notify us immediately of any damage that might have occurred during shipment.**
- The approval period is **one week** (7 days total), which begins the day you receive the shipment. Please notify us should you require additional approval days to make your selection. If, after the agreed upon approval period, you have not returned the merchandise, all items will be billed to your account; finance charges will apply.
- Your instruments were packed according to our specifications. We trust that you will unpack them carefully, save all packing materials, and handle them with care at all times. Do not remove inventory numbers. Make every effort to preserve the varnish by holding violins and violas by the neck and chinrest only, cellos and basses by the neck only. Loosen hair on bows after playing. You are responsible for any damage that occurs to the instruments while in your possession. This includes but is not limited to scratches on the varnish, soiled bow hair, broken bow tips, etc. Your credit card will be charged for any damage that occurs during the approval period.
- Single cases sent on approval are new unless otherwise indicated, and **must be returned in original condition**. Do not use case straps until you purchase the case. The full price of a case returned with any amount of damage, wear or missing parts will be charged to your credit card, plus shipping, then returned to you.

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- You are responsible for repacking the instruments exactly as they were packed when you received them and will be liable for any damage that occurs due to improper repacking. See our website under **Services/Packing and Shipping** for shipping instructions and packing video tutorials. If you are returning fewer instruments than received, fill the void with additional Styrofoam peanuts. Do not put Styrofoam peanuts inside the case.
- **Please return the merchandise by the same shipping method used to send it to you.** See your approval invoice for the specific shipping method. Shipping methods include:
 1. FedEx Standard Overnight, Priority Overnight, Priority Saturday, 2nd Day or Express Saver (3 day) or Ground
 2. UPS Ground, Next day, 2 day or 3 day
 3. Southwest Air Cargo (Air Freight)

We do not ship instruments via United States Postal Service.

With the exception of base model and rental instruments, do not use any ground service during seasons of extreme heat or cold.

- For instruments above \$5,000, please time your return shipment to arrive at RSVS by Friday. Packages sent on Friday should be shipped overnight/Saturday delivery or Southwest Air Cargo only. We are closed on Sundays and Mondays.
- **DO NOT ADD INSURANCE ON INSTRUMENTS ON APPROVAL WHICH ARE OWNED BY RSVS; THESE ARE INSURED UNDER OUR POLICY DURING SHIPPING.** You should declare **NO VALUE** on instruments owned by RSVS to avoid unnecessary insurance charges. If you are returning an instrument that you own or rent, you must properly insure it. Please call us if you have questions concerning the return shipment.
- **RSVS pays shipping charges to you for the first approval shipment. You are responsible for return shipping charges and must pay for the return at the time of shipment. This includes approvals returned via Southwest Air Cargo.** Please note that on subsequent approval shipments, you are responsible for shipping charges both ways. For rentals, entry-level instruments/bows of less than \$1000, and upgrades of less than \$1000, you pay shipping both ways.
- Once you have made your final decision, please contact us to arrange payment for the items you are purchasing. Items not returned will be charged to your credit card on file unless other payment arrangements have been made. Credit for your trade-in instrument will not be given until it has been received and examined by RSVS. **Your trade-in must arrive within 10 business days of receipt of your new instrument to be considered for trade-in credit.** Our trade-in policy applies only to instruments and bows purchased from RSVS by the original purchaser. See our Trade-in and Warranty Policies on our website under **Instruments**.