

# ROBERTSON & SONS “BACK TO SCHOOL” RENTALS 2020/2021

## **WE ARE OPERATING AT OUR REGULAR BUSINESS HOURS**

- Tuesdays-Fridays 9:00am-6:00pm and Saturdays 9:00am-5:00pm
- Closed Sundays and Mondays

**BUT - WE ARE TEMPORARILY OPERATING AT ONLY 25% OF OUR MAXIMUM CAPACITY.** BECAUSE WE CARE ABOUT YOUR COMFORT, SAFETY, AND CONVENIENCE, WE ENCOURAGE LOCAL CUSTOMERS TO PLACE ORDERS IN ADVANCE FOR CURBSIDE PICK UP AT OUR STORE.

## **IF YOU ARE A NEW RENTAL CUSTOMER, HERE'S HOW TO PLACE YOUR ORDER:**

1. From home, go to [www.RobertsonViolins.com](http://www.RobertsonViolins.com)
2. Go to the **Rentals** page
3. Review the “**Frequently Asked Questions**” document for answers to your rental program questions
4. Print the “**Rental Application**”
5. **! IF YOU NEED HELP WITH SIZING, WE CAN SELECT THE PROPER SIZE FOR YOU. ON THE SECOND PAGE, UNDER “STUDENT INFORMATION,” PLEASE NOTE THE FOLLOWING:**
  - **Student age**
  - **Birthday month**
  - **Grade for the 2020/2021 school year**
  - **Height in inches**
6. **! IF YOU NEED YOUR RENTAL BY A SPECIFIC DATE, PLEASE MAKE A NOTE AT THE TOP OF THE FIRST PAGE, ABOVE THE WORDS “RENTAL CONTRACT”**
7. **! BE SURE TO SELECT ANY ACCESSORIES REQUIRED BY YOUR INSTRUCTOR**
8. Complete the application, then either scan or take photos of the pages with your phone, and email to [deb@robertsonviolins.com](mailto:deb@robertsonviolins.com)
9. If you do not receive an automatic email greeting in return, please call our office to confirm receipt
10. We will call local customers when your order is ready – typically within 3-5 business days. Please call from your car at curbside for pick up and we will bring your order to your car.
11. We will ship UPS Ground to all distance rental customers.

**NOTE:** *If you visit our store and have not completed a rental application, we may ask you to complete it in your car and wait for us to bring your order. You may find it more convenient to take the application home and follow the process outlined above.*