

Robertson and Sons Violin Shop: Maintenance Plan

Terms of Maintenance Plan Agreement

I. Cost of coverage

Fee for violins and violas: **\$5 a month.**

Fee for cellos: **\$10 a month.**

II. Coverage

- A. Reasonable accidental damage to rental instrument, bow, and case covered up to 50% of the rental outfit's value.
Covered repairs may include: open seams, weather cracks (not caused from being left in an inappropriate environment), warped bridges, fingerboard reglue, fingerboard dress, sound post adjust, and F hole wing cracks (not caused by impact).
Bow repairs may include: cracked frogs, grips, issues with the plug, tip plate, and slide repairs.
- B. Two covered string replacements for broken strings in the first year of renting (Helicore or Dominant).
- C. Rosin replacement once a year if rosin is lost or broken (RSVS Rosin only).
- D. Covered case exchange due to manufacturing defects once a year. **Case defects covered includes:** Broken zipper, latches, bow holders, and handles.
- E. Robertson's will cover minor repairs and adjustments done at an alternative shop for our out of state customers pending our approval in writing. Minor repairs would include small open seams, sound post adjustments, applying peg compound, and cleaning.
- F. For instruments that must be sent to the shop for repairs, Robertson's will cover shipping the instrument back to the customer. Customers will be responsible for shipping the instrument to the shop.

III. Excluded from coverage

- A. Purposeful or malicious damage, damage caused by negligence, or purposeful destruction of the instrument, bow, or case.
Examples: carvings on the instrument, missing patches of varnish caused by scraping it off or from shoulder pads, cracks caused by impact or case cracks, a broken neck or other broken parts of the instrument/bow/case caused from an avoidable impact, damage caused by treating the instrument like a toy, damage or theft due to leaving instrument unattended, damage or theft due to leaving an instrument in a vehicle either locked or unlocked, avoidable weather/heat damage to instrument, and driving over the instrument, case, or bow.
- B. Coverage does not include theft from anywhere including from home, school, or on the bus.

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- C. Coverage does not include damages from air travel, fire, flood, or natural disasters.
- D. Coverage does not include loss, misplacement, or mysterious disappearance of instrument, bow, or case.
- E. Coverage does not include unauthorized repairs received at another shop.
- F. Coverage does not continue after the purchase of an instrument. If you wish your instrument to be covered after purchasing, you will need to insure it independently.

IV. Payments

- A. Maintenance fee payments **will not** be included when applying 6 months of rental credit towards the purchase of an instrument.
- B. The maintenance plan coverage will be **void** if Rental fees (including rent, maintenance fees, and any late fees) **are past due**. If payments are past due, the client will be responsible for the **entire cost of any repairs needed or for the full price of the instrument if totaled**. Rental credit and previous maintenance plan payments may not be used towards repair or purchase.
- C. Unpaid rental fees (including maintenance fees and any late fees) **must be paid** for even after **loss or return of instrument**. Unpaid rent and maintenance charges will be sent to collections if left unpaid.

V. Special Covenants

- A. Robertson and Sons reserves the right to recall a rental outfit and to cancel the rental contract at any time if extensive abuse of the instrument or any of its parts has been judged to have taken place.
- B. Instruments that sustain damage during the rental period that are subsequently purchased will be devalued according to the severity of damage. When instruments such as these are brought back to be traded in, the trade in value will be what the instrument is worth after damages.
- C. Coverage will be discontinued if Robertson and Sons Inc is dissolved.
- D. Robertson's reserves the right to change this contract at any time.

Customer's Signature:

Date:
