



THANK YOU FOR YOUR INTEREST IN OUR RENTAL PROGRAM! ENCLOSED IS THE INFORMATION YOU REQUESTED AND A RENTAL CONTRACT. PLEASE FILL OUT COMPLETELY IN ORDER TO AVOID A DELAY IN PROCESSING YOUR ORDER.

3201 Carlisle Blvd. NE Albuquerque, NM 87110
(505) 889-2999 (800) 284-6546 FAX (505) 889-7790
www.robertsonviolins.com
rentals@robertsonviolins.com

Robertson's rents the finest quality violins, violas, and cellos in all sizes. All instruments are adjusted in our own workshop to teacher specifications. Most of our staff have had experience playing professionally, teaching in the public schools, or teaching privately and are well aware of the particulars in instrument set-up and adjustment.

TO RENT

Upon request, a rental contract will be sent to you, or you may download and print a copy from our website. Simply complete the rental contract (**two references and a major credit card are required**), sign it, and return it to our office. You may also return the contract by e-mail or fax. Upon receipt of your rental contract and credit approval your order will be processed, and your instrument will be available for pick-up or shipped to you. There is no time limit on the rental—you can rent as long as you wish and return the instrument at any time. You must be 21 or older to rent an instrument.

You will be charged from the day your instrument leaves our shop until we receive it back in our shop. Your initial charge will include rental for the balance of the current month, the following month and shipping if applicable. Statements are sent out at the beginning of the month, with payment due by the 15th of the month. If payment is not received within 15 days of the due date, your account is subject to a \$5.00 late fee. (The first two months of rent are non-refundable.)

COST*

1/16, 1/10, 1/8, 1/4, 1/2 size violins & 12" violas	\$20.00/month
3/4 & 4/4 size violins & 13"- 16 1/2" violas	\$25.00/month
cellos, all sizes	\$40.00/month
Upgraded Violin/Viola Bows (by request only)	\$5.00/month
Upgraded Cello Bows (by request only)	\$7.00/month

*All rentals include a bow, case, and rosin. Shoulder pads and other accessories are not included. Out-of-town customers, please call for shipping prices.

TO PURCHASE

The first six months' rent can be applied towards the purchase of the rental instrument or any other instrument in our shop. Our inventory includes hundreds of violins, violas, and cellos in all price ranges, student to professional. Student violin and viola prices range from \$525 to \$850. Student cello prices range from \$1,400 to \$1,700.

TRADE-IN POLICY

While we do not buy back instruments, any instrument purchased from us may be traded back for an instrument of larger size or higher quality. Simply return the instrument and bow you purchased in the same condition in which you received it, and we will credit full trade-in value towards the purchase of another instrument.

TO TERMINATE

To terminate your rental contract, simply **follow the packing and shipping instructions on our website and return the instrument via Federal Express or UPS (United Parcel Service). DO NOT ship through US mail. The instrument must be prepaid and insured for the full value.** You may also return it in person. Be sure to include your customer ID number and final payment (if applicable) with the instrument. Upon receipt of the undamaged instrument and payment in full, we will cancel your agreement. If the instrument is returned damaged, you agree to be responsible for the total cost of repairs.

MAINTENANCE PROGRAM

We offer a maintenance plan for an additional fee. It covers reasonable accidental damage to the instrument, bow and case.

Violin/Viola \$5 a month

Cello \$10 a month

SHEET MUSIC AND ACCESSORIES

We also carry a complete line of accessories and sheet music for strings. We have everything you will need for your instrument and music lessons: shoulder pads, strings, rosin, music, music stands, etc. Our sheet music collection is extensive. Some of the popular method books we keep in stock include Suzuki books, CD's; *All for Strings*; *Strictly Strings*; and *Essential Elements 2000 for Strings*. We can also order any music that we don't normally stock. To order music and/or accessories with your rental instrument at no extra shipping charge, just call us at **1 (800) A-VIOLIN**.



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Rental Contract

Customer ID #

Contract #

Customer Type

What size(s) and type(s) of instrument(s) are you requesting? (Please circle)

Violin Quantity: _____ Size: 1/16 1/10 1/8 1/4 1/2 3/4 4/4

Viola: Quantity: _____ Size: 12" 13" 14" 15" 15 1/2" 16" 16 1/2"

Cello: Quantity: _____ Size: 1/10 1/8 1/4 21"(small) or 1/4 23" (large) 1/2 3/4 4/4

2. Renter Information: (You must be 21 or older to rent an instrument) PLEASE PRINT

Last Name	First Name	MI	Date of Birth
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()	()	()
Home Phone Number	Cell Phone Number	Fax Number

Billing Address	(Number, Street)	(City)	(State)	(Zip)
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Previous Address (If less than a year at above address)

Shipping Address	(Number, Street)	(City)	(State)	(Zip)
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Email Address	M \ S \ D \ W Marital Status (Circle One)
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Employer Name (If Self-employed please provide the name of your business)

Employer Address	City	State	Zip
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Position	How Long	Work Phone Number
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Driver's License Number	State Issued	Expiration Date
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2A. Spouse Information:

Last Name (If Different)	First Name	MI
Date of Birth	Email address	
Cell Phone Number	Fax Number	
Employer Name	Employer Address	
Position	How Long	Work Phone Number

2B. References (TWO REFERENCES MUST BE LISTED BELOW):

Nearest Relative (Not Living with You)	Relationship	Phone Number	
Address (Number, Street)	(City)	(State)	(Zip)
Second Reference (Friend or Relative)	Relationship	Phone Number	
Address (Number, Street)	(City)	(State)	(Zip)

2C. Student Information:

Name	School/Grade	School Music Teacher	Private Teacher
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2D. I certify that the information above is true and complete. I will immediately notify you in writing of any change in this information.

Signature of Renter _____ Date _____

Signature of Spouse _____ Date _____

TERMS & CONDITIONS

3. Instrument; Rental Fee (plus applicable NM Gross Receipts Tax): (Office use only)

Inst. 1: Size: _____ Type: **VN VA CO** RVS#: _____ Maker: _____ Value: \$ _____ Monthly Rent: \$ _____

Inst. 2: Size: _____ Type: **VN VA CO** RVS#: _____ Maker: _____ Value: \$ _____ Monthly Rent: \$ _____

Monthly payment is due before or on the first of the month.

***** Please read the following information and initial where requested. *****

4. **Terms** The terms "I", "me", and "my" refer to the person(s) who sign(s) this agreement. The terms "you" and "your" refer to Robertson & Sons Violin Shop, Inc.
5. **Instrument Rental** I rent from you, on the terms and conditions of this agreement, the musical instrument(s) described in Section 3, or in an attached addendum to this agreement. I rent on a monthly basis, at the monthly rental fee indicated in Section 3, or otherwise invoiced by you to me. Such instrument(s), together with the bow(s) and case(s) provided, are referred to in this agreement as the "instrument". I may, with your approval, return the instrument in exchange for a replacement instrument of the same or a different value. The monthly rental fee will be adjusted accordingly. If the instrument is exchanged for a replacement, the term "instrument" shall refer to the replacement instrument, to any instrument retained by me, and to the case(s) and bow(s) provided. In connection with such an exchange, I will sign any addendum to this agreement requested by you.
6. **Payment Terms** I will pay you, **on or before the first of each month**, the monthly rental fee plus applicable taxes, including New Mexico Gross Receipts Tax. **This amount is due whether or not I receive an invoice from you.** I elect the payment method selected below, **indicated by my initials:**
- (Initial here OR...)** _____ I authorize you to **charge my monthly rental payments and any other amounts owed under this agreement to my credit card** listed in section 2 above. I agree to complete a separate authorization at your request.
- (...OR initial here)** _____ I will **deliver or mail** the monthly rental payments to you **at the address specified, above on or before the due date.**
7. **Automatic Charge** Rent overdue by fourteen (14) days incurs a finance charge of 1.5% per month or \$5.00, whichever is greater. **If rent is overdue on the last day of the month, you may charge rent, finance charge, and any other amounts owed under this agreement to my credit card** listed in Section 2. I agree to maintain the said card in active status until I have paid all amounts owed under this agreement. If at any time the said card expires or is canceled, this agreement will **automatically terminate**, unless I have first provided you with information regarding and authorization to charge against another active credit card. _____ **(My initials signify my understanding and acceptance of Section 7)**
8. **References** I authorize you to obtain a consumer credit report or other pertinent information regarding me, and to contact my employer and the references listed in Section 2B. I agree that any false or misleading information given by me to you, in Section 2B or otherwise, is sufficient cause for denial of credit. _____ **(My initials signify my understanding and acceptance of Section 8)**
9. **Conversion to Purchase** This rental may be converted at any time to a purchase of the instrument or another instrument you have for sale, provided that my account is in good standing. **A maximum of six months' rent will be credited towards the purchase price.**
10. **Inspection; Maintenance; Loss; Damage and Repairs** Robertson & Sons inspects the instrument prior to renting it, and affirms that it is in good playing condition. I will keep the instrument in the same condition in which I received it. I will notify you immediately of any loss or damage and will arrange for **only Robertson & Sons to make any repairs. I will pay for said repairs.** I will pay whether fire, flood, theft, vandalism, neglect, accident, unauthorized repairs, force majeure, improper packing and shipping, or any other cause necessitates repairs. _____ **(My initials signify my understanding and acceptance of Section 10)**

11. **Insurance** Robertson & Sons does not insure the instrument while I rent it. I will, upon your request, maintain insurance covering the full value of the instrument and will provide you, at your request, with proof of such insurance, including insurance for loss or damage during shipping. I hereby assign any proceeds of such insurance to you. **We do, however, offer a maintenance plan for an additional fee. Please inquire about the details with a sales associate.**

12. **Shipping** I shall pay all charges for packing and shipping the instrument to or from you. If I return the instrument, I shall pack the instrument in the **original box** according to your *Packing and Shipping Instructions* and **insure the instrument for the full value**. The instrument must be shipped **only via UPS or FedEx Ground**. (If I do not have the original box in which the instrument was sent, I will purchase a box with the correct dimensions at a UPS or FedEx store.) I will pay for any damages incurred during the shipping process if I have not packaged the instrument according to your packing instructions or did not send the instrument through the approved service. _____ **(My initials signify my understanding and acceptance of Section 12)**

13. **Termination** This agreement may be terminated at any time, and for any reason, by you or me. This agreement will automatically terminate in the event I become insolvent or subject to any bankruptcy proceeding, or as provided in Section 5, or if I fail to make the monthly rental payment within 15 days of its due date, or if I breach any provision of this agreement. Upon default by me, or termination, I agree to return the instrument and bow immediately to you **in the same condition it was in when the rental contract began, and with the same brand of strings** (“Dominant” or “Pro-Arte” for violin and viola; “Helicore” or “Prelude” for cello). I will pay any costs required to restore the instrument and bow to the condition it was in when rental began. Until the instrument is returned, monthly rent, late charges and other charges will continue to accrue. **I will not be entitled to a refund for any partial month.** I will remain liable for any damage or repairs to the instrument, past due rent, late fees, and/or any other charges incurred during the rental period. All amounts not paid upon termination will accrue a finance charge of 1.5% or \$5.00, whichever is greater. **I authorize you to charge my credit card for any unpaid amounts.** _____ **(My initials signify my understanding and acceptance of Section 13)**

14. **Collection** I will immediately return the instrument to you upon demand. If the instrument is not returned as required, I will pay the full purchase price, plus any outstanding balance. I agree to pay all collection fees, including, but not limited to, attorney’s fees. (Collection fees can be up to 30%) **I authorize you to charge my credit card for any unpaid amounts.** You may contact me at my home or place of business in connection with your collections. _____ **(My initials signify my understanding and acceptance of Section 14)**

15. **Governing Law** I agree that the terms of this agreement are governed by New Mexico law, and that Bernalillo County is the only place where you or I may file any action relating to this agreement. I agree to pay your attorney’s fees and costs in any lawsuit relating to this agreement, including appeal.

I have read, understood, and accepted all of the terms and conditions of this agreement. I have initialed one line in Section 6, and the lines in Sections 7, 10, 12, 13, and 14. I understand that this writing constitutes our entire agreement and that there are no terms or conditions not contained herein.

_____	_____
Signature of Applicant	Date
_____	_____
Signature of Spouse	Date
_____	_____
Robertson & Sons Violin Shop, Inc.	Date

Payment Authorization

Please choose:

To charge the initial rent only to my credit card:

1. I hereby authorize Robertson & sons Violin shop, Incorporated, to charge the initial rental charge, accessories, and shipping to my credit card. I will then remit the balance due each month via check or money order

Name

Date

Signature

OR

To charge the initial rent as well as monthly rent to my credit card:

2. I hereby authorize Robertson and sons Violin shop, Incorporate, to charge the initial rental charge, accessories, and shipping to my credit card **as well as** monthly rent and any other balances due (i.e. accessories, shipping) to my credit card.

Name

Date

Signature

NOTE: upon receipt of your credit card information, office staff will immediately enter it into a secure accounting database, then shred the information below the line on this form. *If you prefer, please leave a phone number where we may call you to collect your CC info.*

Daytime phone number

✂ *****

MC VS AMEX DISC

Type of Card (Circle One)

Credit Card Number

Exp Date

CVC#

Your Name as it Appears on Card

Billing Address for Credit Card

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.**

The maintenance plan can only be added when starting a rental or exchanging an instrument.

II. Coverage

Reasonable accidental damage to rental instrument, bow, and case covered up to 50% of the rental outfit's value.

Accidental damage where repairs cost under \$100 will be covered by the maintenance plan. Major Repair Discount: For repairs over \$100, the customer pays a reduced rate of 20–50% of the total cost (capped at 50% maximum).

Covered/Discounted repairs may include: open seams, weather cracks, warped bridges, fingerboard reglue, fingerboard dress, sound post adjust.

Bow repairs may include: Cracked frogs due to weather (not due to impact), leather grips, issues with the plug, and slide repairs.

- A. **Two covered string replacements for broken strings** in the first year of renting (Helicore or Dominant).
- B. **Rosin replacement once a year** if rosin is lost or broken (RSVS Rosin only).
- C. **Covered case exchange** due to manufacturing defects once a year. **Case defects covered includes:** Broken zipper, latches, bow holders, and handles.
- D. 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.
- E. 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, bow tip damage, 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.
- 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 the 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:

Please sign and fax along with the rental contract.

ATTENTION RENTERS!!!

If you are shipping an instrument back to us, please follow the instructions on page 9 very carefully.

Instruments that have not been packed properly arrive at our shop damaged and are sometime destroyed beyond repair. Your claim will be denied if your instrument was not packaged properly.

You must insure your instrument _____ RVS# _____
for the value of \$ _____ before shipping.

If instruments have not been insured for the shipping process, renters are liable for all costs of repairs or replacement if we receive an instrument that is damaged due to improper packing.

Please sign below indicating you understand your responsibilities when shipping your instrument back.

Signature

Print Name

Date

Customer ID

ROBERTSON & SONS VIOLIN SHOP

ACCESSORIES, ACCESSORIES, ACCESSORIES!

Here is a list of accessories that you may find you need to go with your rental instrument. Please include this list along with your rental request to help save on shipping costs or trips to the shop!

(Please note that all prices are subject to change at any time.)

Shoulder Pads: Please circle the size and brand of shoulder pad needed.

Kun:

Full Size: Fits 3/4-4/4 (\$25.00) _____
 Junior: Fits 1/4-3/4 (\$23.00) _____
 Mini: Fits 1/8-1/4 (\$20.00) _____
 Mini Collapsible: Fits 1/16-1/4 (\$23.00) _____

Wolf Forte Primo / Secundo:

Full Size: Fits 3/4-4/4 (\$31.00) _____
 Junior: Fits 1/4-1/2 (\$29.00) _____
 Mini: Fits 1/16-1/8 (\$28.00) _____
 Sponge: Sizes 2 - 6 (\$6.00) _____
 (We also sell Viva La Musica & Bon Musica Shoulder Rests!)

Music Stands:

2 Piece Folding - Nickel: (\$18.00) _____
 Lightweight K & M Ruka: (\$35.00) _____
 Multi-Color K & M Stand (\$29.99) _____

Stand Bag: (\$8.99) _____
 Case Strap: 2" Strap (\$12.00) _____
 Polishing Cloth: RVS Cloth (\$5.00) _____

Extra Strings:

Dominant - Violin

E String: (\$12.95) Size: _____
 A String: (\$18.00) Size: _____
 D String: (\$25.00) Size: _____
 G String: (\$27.00) Size: _____
 Set: (\$82.95) Size: _____

Dominant - Viola

A String: (\$20.85) Size: _____
 D String: (\$24.50) Size: _____
 G String: (\$34.40) Size: _____
 C String: (\$58.45) Size: _____
 Set: (\$138.20) Size: _____

Helicore - Cello

A String: (\$24.00) Size: _____
 D String: (\$26.00) Size: _____
 G String: (\$50.00) Size: _____
 C String: (\$60.00) Size: _____
 Set: (\$160.00) Size: _____

Endpin Stops:

Cello Only

Xeros Anchor (w/Strap): (\$16.00) _____
 Sure Stop: (\$6.00) _____

Music: Please circle instrument needed

Suzuki Books/CD's: Please circle instrument needed

Suzuki: (Violin, Viola, Cello)
 Book: Volume# (\$14.99) _____
 (Bks #1-10)
 Bk/CD (#1-8) (\$24.99) _____
 CD: (\$15.99) _____

Tuning Supplies:

Korg CA-1 Electronic: (\$25.00) _____
 Tuning Fork 440A: (\$6.00) _____
 Korg Metronome MA1: (\$30.00) _____

SHIPPING INSTRUCTIONS CHECK-LIST

Please use this sheet as a guide to help properly pack instruments before shipping. Also check out the packing videos on our website [www.robertsonviolins.com/services/packing & shipping](http://www.robertsonviolins.com/services/packing%20&%20shipping).

VIOLINS / VIOLAS

- ___ 1. Place a roll of Bubble Wrap over the tailpiece (fine tuner) area.
- ___ 2. Wrap the scroll in Bubble Wrap. Scroll should fit snugly in the case.
- ___ 3. Lightly place a roll of bubble wrap or paper towel around each side of the bridge.
- ___ 4. Close and fasten the violin or viola case.
- ___ 5. Place case in a cardboard shipping box that has been $\frac{1}{2}$ way filled with Styrofoam peanuts.
- ___ 6. Place closed case on top of the Styrofoam peanuts and then fill the rest of the box with more Styrofoam peanuts until the instrument is secure and will not move. Tape the box.
- ___ 7. Insure instruments for the full value during shipping. (Rentals and Purchased instruments only)

** There must be a minimum 2 inches of clearance between the case and **each side** of the box.

** Do Not Loosen the strings.

** **INSTRUMENTS MAY ONLY BE SHIPPED IN A BOX FILLED WITH STYROFOAM PEANUTS.**
DO NOT ATTEMPT TO SHIP INSTRUMENTS IN THE CASE ALONE.

CELLOS / BASSES

- ___ 1. Wrap the scroll in Bubble Wrap. It should fit snugly in the case.
- ___ 2. Wrap the tailpiece (fine tuner) area with bubble wrap.
- ___ 3. Place a roll of Bubble Wrap or paper towel around each side of the bridge.
- ___ 4. Close and fasten the cello or bass case.
- ___ 5. If the instrument is in a soft case, wrap the case in thick foam padding before putting it in a box.
- ___ 6. Place the closed case in a cardboard shipping box that has been $\frac{1}{2}$ way filled with Styrofoam peanuts.
- ___ 7. Place closed case on top of the Styrofoam peanuts and then fill the rest of the box with more Styrofoam peanuts until the instrument is secure and will not move. Tape the box.
- ___ 8. **Insure instruments for the full value during shipping.**

** There must be a minimum of 2 inches of clearance between the case and **each side** of the box.

** Do Not Loosen the strings.

** **INSTRUMENTS MAY ONLY BE SHIPPED IN A BOX FILLED WITH STYROFOAM PEANUTS.**
DO NOT ATTEMPT TO SHIP INSTRUMENTS IN THE CASE ALONE.

BOWS

- ___ 1. Roll up the bow in sheet of Bubble Wrap. **Make sure that the hair has been loosened.**
 - *When shipping more than one bow, wrap all bows in one roll, placed with alternating frogs and tips).
 - *Make sure the wrap is longer than the bow, to keep the bow from shifting during shipping.
- ___ 2. Place the roll of Bubble Wrapped bow(s) in a PVC tube. **NO CARDBOARD TUBES!**
- ___ 3. Fold the ends of the Bubble Wrap over to keep the end of the bow from hitting the pipe.
Don't force the bow into the tube. The fit should be snug, but not too tight.
- ___ 4. Place the PVC tube containing the wrapped bows in a cardboard shipping box.
- ___ 5. Fill the box with Styrofoam peanuts.
- ___ 6. Insure bows for the full value during shipping. (Rentals and Purchased instruments only)

** There must be a minimum of 2 inches of clearance between the case and **each side** of the box.

** **INSTRUMENTS MUST BE SHIPPED IN A BOX FILLED WITH STYROFOAM PEANUTS.**
DO NOT ATTEMPT TO SHIP BOWS IN THE TUBE ALONE.

For Customer Use Only

RENTAL CUSTOMERS: Ship instruments **ONLY through Fed-Ex Ground or UPS Ground

APPROVAL CUSTOMERS: Ship instruments **ONLY through Fed-Ex/2-DAY or UPS/2-DAY

