

Dear Robertson's Rental Customer,

**Until SOCIAL DISTANCING guidelines can be eased,
we ask that our local rental customers
return instruments using the instructions below:**

You may return your rental in person **to the courtyard at the back of our building - NOT the main door or any other door** - on the following days and times:

**Tuesday, JUNE 2, 9:00am to 1:00pm ONLY
Thursday, JUNE 4, 9:00am to 1:00pm ONLY**

**Tuesday, JUNE 9, 9:00am to 1:00pm ONLY
Thursday, JUNE 11, 9:00am to 1:00pm ONLY**

**Tuesday, JUNE 16, 9:00am to 1:00pm ONLY
Thursday, JUNE 18, 9:00am to 1:00pm ONLY**

**Tuesday, JUNE 23, 9:00am to 1:00pm ONLY
Thursday, JUNE 25, 9:00am to 1:00pm ONLY**

Tuesday, JUNE 30, 9:00am to 1:00pm ONLY

Please check our web site and Facebook page in
Late **JUNE** for **JULY** drop off arrangements.

ON SITE RENTAL RETURN:

- Please prepare to return the instrument in the case with the bow, with or without the rosin.
- Remove ALL personal items from the instrument case. Anything personal left in the case will be disposed of. **No exceptions.**
- **ESSENTIAL: PLACE A SINGLE SHEET OF PAPER INSIDE THE CASE WITH**
 - THE DAY AND DATE OF DROP OFF.
 - CUSTOMER LAST NAME AND PARENT(S) FIRST NAME.
 - AT LEAST ONE RELIABLE PHONE NUMBER. TWO IS BETTER.
 - AT LEAST ONE RELIABLE EMAIL ADDRESS. TWO IS BETTER.

DO NOT PLACE THE PAPER IN AN ENVELOPE!

- **Before you depart for our store, please take care to bring a way to clean your hands** – you will have to enter and exit one door during drop off. For security reasons, the door may be closed, although not locked. You can avoid using your hands by pushing the door open with your hip or arm using the push bar on either side.
- When you arrive at the store, please park in the lot at the rear of the building.
- Please wait in your car for your turn, if necessary.
- The courtyard door will be locked before 9:00am and after 1:00pm. **PLEASE DO NOT WAIT IN LINE.**
- Maintaining at least 6 feet of personal space around you at all times, **ONLY ONE CUSTOMER AT A TIME** (no families or groups) may enter the courtyard for drop off. If no signage is available, note that the courtyard door lies between the tall delivery bay doors on the left and an outside staircase on the right. It can be seen from the rear (west side) parking lot. *Please bring another person with you if you need physical assistance.*
- Although no staff person will be available to facilitate the return of your instrument, all activity in the courtyard will be continuously monitored with on-site cameras by a staff person inside the building.
- Please place the instrument and bow, in their case, in the appropriate designated courtyard area or bin.
- No inspections or handling of instruments will occur until the instruments are deemed safe to handle. **No exceptions.**
- **No other business can be conducted at rental drop off.**
- You are welcome to take a photo of your instrument in our courtyard with your phone as evidence of the return.
- By dropping off a rental instrument, you agree to waive an in-person instrument inspection, and you agree that the condition of the instrument upon inspection is the condition of the instrument at drop-off and that repair charges may apply.
- By dropping off a rental instrument, you agree that Robertson Violins, while doing its best to ensure your wellbeing, assumes no liability for your health and safety during your visit to store property.
- **RECEIPTS: a receipt will be emailed to you within 1 week after your instrument is returned to inventory.**

**We have resumed regular business hours and welcome your calls
Tuesdays-Fridays 9:00am-6:00pm and Saturdays 9:00am-5:00pm.**

We appreciate your understanding and your patience!