

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 **RETURNING** RENTAL CUSTOMER, HERE’S HOW TO PLACE YOUR ORDER:

1. From home, go to www.RobertsonViolins.com
2. Go to the **Rentals** page
3. Review the “**Frequently Asked Questions**” document for answers to your rental program questions
4. Call 505-889-2999 to place your order or email your request to deb@robertsonviolins.com
5. **! IF YOU NEED HELP WITH SIZING, WE CAN SELECT THE PROPER SIZE FOR YOU. PLEASE PROVIDE THE FOLLOWING INFORMATION:**
 - **Student age:** _____
 - **Birthday month:** _____
 - **Grade for the 2020/2021 school year:** _____
 - **Height in inches:** _____”
6. **! PLEASE TELL US IF YOU NEED YOUR RENTAL BY A SPECIFIC DATE**
7. **! BE SURE TO ASK FOR ANY ACCESSORIES REQUIRED BY YOUR INSTRUCTOR**
8. 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.
9. We will ship UPS Ground to all distance rental customers.

NOTE: *If you visit our store and have not previously placed your order, we may need to take your order curbside and ask you to wait in your car until we collect your items and prepare a receipt. We may need to chat with you by phone to update your credit card on file. You may find it more convenient to place your order in advance using the process outlined above.*