

**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:**

**CURBSIDE RENTAL RETURN:**

- Please prepare to return your instrument in the case with the bow, with or without the rosin.
- Remove ALL personal items from the outside music pocket, and the shoulder rest and rosin pockets inside the case. Personal items cannot be returned.
- **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(S).
  - AT LEAST ONE RELIABLE PHONE NUMBER. TWO IS BETTER.
  - AT LEAST ONE RELIABLE EMAIL ADDRESS. TWO IS BETTER.

**We have resumed regular business hours: Tuesdays-Fridays 9:00am-6:00pm and Saturdays 9:00am-5:00pm. Please plan to make your return no later than 15 minutes before closing:**

- You do not need an appointment to return your rental. For your safety and wellbeing, **MASKS ARE REQUIRED FOR CURBSIDE VISITS.**
- When you arrive at the store, please park near the front door and call us from your car: **889-2999.**
- **A receipt of return will be emailed to you within 1 week after your instrument is cleaned, inspected, and returned to inventory. If you wish to have a temporary receipt at curbside, we can sign, date, and copy your sheet from inside the case.**
- By dropping off a rental instrument at curbside, 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.

We appreciate your understanding and your patience!