

RENTAL FREQUENTLY ASKED QUESTIONS

We encourage you to take time to review information about our rental program below. If you have additional questions, please call the Rental Coordinator at 1.800.284.6546, or locally 889.2999. Thank you!

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What kind of instruments do you rent?

Only bowed stringed instruments: violins, violas, and cellos. Not guitars, pianos, or band instruments.

How do I get started with the rental process?

Go to www.robertsonviolins.com, click on **Services** at the top of the home page, then click on the link for the **Rentals** page. Scroll to the bottom of the page and print the **Rental Contract PDF file**.

Local customers should complete the 2-page Rental Contract, the 2-page Terms and Conditions, and the 1-page Payment Authorization pages. Customers requiring shipping should complete these pages PLUS the ATTENTION RENTERS page – print your name, sign, and date – the Rental Coordinator will fill in the remaining information and send a copy to you for your files.

Can I fill out the rental contract online?

Not at this time – sorry!

How do I get the rental contract to the Rental Coordinator?

Either scan and email it to deb@robertsonviolins.com or fax it to 505.889.7790. You will get an email confirmation from the Rental Coordinator within 24 hours. You can also “snail mail” to

Rental Coordinator
Robertson & Sons Violin Shop
3201 Carlisle Blvd. NE
Albuquerque, NM 87110

What happens after I submit the rental contract?

1. The Rental Coordinator performs a “soft” credit check in the name of the person who filled out the contract – it will impact your credit score, but not as much as a “hard” credit check
2. If the score is adequate, information from your contract is entered into the rental database
3. An instrument order is placed with the rental technician
4. The instrument is brought to the Rental Coordinator’s desk to be invoiced and taken to the Shipping Department

If you faxed or emailed your contract but didn’t get a confirmation, we probably didn’t get it – please call the Rental Coordinator at 1.800.284.6546 to check.

What happens if I don’t pass the “soft” credit check?

The Rental Coordinator will contact you about other rental options. For example, some customers will ask their child’s grandparents to open an account on behalf of the grandchild. In this example, the grandparents fill out the contract completely and provide a credit or debit card for paying rent. The parents must make separate arrangements with the grandparents to reimburse them for rent. You may also purchase a rental instrument outright, and for this option, a credit check is not required.

What is the purpose of a rental account?

Your account tracks instrument rentals and returns, rental payments and credit, shipments, and purchases. As a matter of convenience, your account makes it possible for you to do business with us with a phone call.

How much will my first instrument cost to rent?

Your first rental payment will be a combination of the current month – prorated – and the full second month. (The first payment is non-refundable, but will count as rental credit.) This will be added to your shipping fee along with the cost of any requested accessories. Your credit or debit card will be charged before shipping. Your next rental payment will be the first day of the third month, and the first of every month after that. Rental prices vary by type and size of instrument:

- 1/16 – 1/2 violins = \$15.00/month
- 3/4 and 4/4 violins = \$20.00/month
- 12” violas and smaller = \$15.00/month
- 13” violas and above - \$20.00/month
- All cellos, regardless of size = \$35.00/month

All rental instruments come with a case, rosin, and a fiberglass bow strung with horse hair.

How much does shipping cost?

Shipping charges vary by type and size of instrument, as well as geographical location. We ship all rental instruments UPS Ground, WITH SIGNATURE REQUIRED. Rental customers are expected to pay the cost of shipping both ways.

We can also ship rental instruments overseas, for example, using the US Postal Service to send instruments to military families.

How will I know what size instrument to get?

Typically, your student’s teacher will measure for the correct size. If you do not yet have an instructor, you may call us for assistance. You may find the following guidelines to be helpful:

VIOLIN

	4/4	3/4	1/2	1/4	1/8	1/10	1/16
Player’s Age	12 up	10-12	8-9	6-7	5-6	4-5	3-4
Player’s height (inches)	59 +	54-58	50-53	46-49	43-46	40-43	37-40

The most important measurement for the violinist is arm length. With the student holding the left arm parallel to the floor, palm up, measure the number of inches from the base of the neck to the wrist bone:

1/16 violin	13 ¼ inches or less
1/10 violin	14 ¼ inches
1/8 violin	15 ¼ inches
1/4 violin	17 ¼ inches
1/2 violin	19 inches
3/4 violin	20 ½ inches
4/4 violin (full size)	21 ¼ inches

CELLO

	4/4	3/4	1/2	1/4*	1/8	1/10
Player's Age	12 up	9 ½-12	7 ½-11	5 ½-9 ½	5-6	4-5
Player's height (inches)	61 +	58-61	49-57	44-53	41-49	to 41

1/4 cellos come in small and large sizes. Please contact the Rental Coordinator if you need assistance with sizing.

Do you rent string basses?

No. But you can rent a cello and have it strung as a string bass.

How long is the term of the rental contract?

The rental contract is open ended – you may return your instrument at any time.

How many rental contracts do I need?

ONLY ONE! You do not need to do another contract when you trade up in size or add another rental instrument to your account.

Can I apply rental payments to the purchase of a rental instrument?

Yes – after renting for 6 months, you will receive a letter informing you that you have earned the maximum 6 months credit towards the purchase of an instrument. The credit stays on your account indefinitely – you can use it any time you want.

How much does it cost to purchase a rental outfit?

Remember that, although we will not buy back a rental instrument, we will always take it back on trade for an instrument of equal or greater value.

Violin outfits 1-16 – 1/2 size = \$495.00

Violin outfits 3/4 size = \$575.00

Violin outfits 4/4 size = \$650.00

Viola outfits 12" = \$525

Viola outfits 13" - \$625

Viola outfits 14" = \$725

Viola outfits 15-16.5" = \$775

After rental credit is applied, how do I pay off the balance for my rental outfit?

You can pay the balance in full using a credit or debit card, or you can set up an interest free payment plan. Using your credit card, we will divide your balance into four equal payments. The first payment will be charged to your credit or debit card the day you call to arrange to purchase your rental outfit. We will charge your card again in 30 days, then 60 days, then 90 days – 4 payments over 3 months. By using a combination of your rental credit and the payment plan, you can own a violin within 10 months. Payment arrangements can easily be made over the phone.

How do I trade instrument sizes as my child grows?

Whether you rent or own a rental instrument, you are just a phone call away from trading up or down in size. We will look up your account, confirm the new size, and place an order with the rental technician. Please hold on to your old instrument until the new one arrives, then take the shipping materials from the new instrument (or from a previous order), pack the old instrument, and ship it to us. We will credit your account for the return and mail you a receipt.

How much credit do I get for returning a rental outfit that I purchased and want to trade?

As long as the instrument is returned without needing touchup or repairs, you will receive 100% of the value of your instrument as credit for trade.

What if my rental instrument needs repair?

Please call us to discuss repairs to your rental instrument. We appreciate it if you DO NOT take your instrument anywhere else for repair until you have discussed the situation with us first.

I live locally. Can I just come in and get a rental instrument?

If you are a new customer, you are welcome to come in to have your child fitted to the correct instrument size, then fill out the contract and wait – during non-

rush times, expect to be here 1/2 to 1 hour. Otherwise – for your convenience - local customers are encouraged to call in requests for instrument trades, especially during back-to-school rush! We will call you when your order is ready.

I need music and other accessories. How do I order those?

Either use the Accessories order form attached to the Rental Contract or simply make a note of the items you need on the front page of the contract. The Rental Coordinator will contact you with any questions.

If I want to stop renting, what do I do?

The rental contract is open-ended, so you can return an instrument at any time. If you are shipping, just pack the instrument using the easy-to-follow Shipping Instructions document and brief packing video tutorials under the Services menu/Packing & Shipping page. If you are paying rent automatically with a credit/debit card and return your instrument before the 15th of the month, your rent for that month will be refunded.

OTHER IMPORTANT INFORMATION:

- You must be over 21 years of age to rent an instrument. Minors should arrange to have a parent or other adult open the account on their behalf.
- We recommend that you avoid purchasing inexpensive “Internet” stringed instruments. Although you may save money on the front end, in the long run, most of these instruments, bows, and cases fail quickly due to inexpensive woods, strings, and other materials and improper assembly.
- For assistance, please contact the Rental Coordinator:
Deb Bluestone, deb@robertsonviolins.com
505.889.2999 or 1.800.284.6546.
- Please do not attempt home repairs of instruments. Gorilla glue is an absolute no no! Please do not touch the exposed wood on any broken surface needing repair. If you can recover the chip from a broken edge, please put it in a small plastic bag and return it with the instrument.