

TERMS AND CONDITIONS

These policies are subject to change at any time

FEES and PAYMENT

The minimum rental period is three months for violin, viola and cello and six months for bass. Rental fees are paid in advance for each upcoming cycle. The primary payment method on the account is charged automatically for the upcoming renewal on the day it's due, unless it defaults in which case the secondary method is charged. Once the payment is run, **there will be no refunds given on rentals of any duration.**

Renter customers discounts as described below providing the account is current.

AUTOMATIC CHARGE

Rental charges occur on an automatic 3-month recurring payment schedule from the day the rental starts. The primary payment method provided is applied towards the next rental cycle.

RENTER DISCOUNTS

As part of our rental program renters receive discounts for the following:

Suzuki materials and books	- 10%
Strings	- 10%
Accessories	- 15%
Cases	- 15%

RENTAL EQUITY

Rental equity accrues at the rate of 100% of the first year's rental fee, plus 60% of the second year, plus 20% of each additional year (not including maintenance or tax fees). Equity can only be applied to the same class of instrument (violin, viola, cello, bass) that is being rented. Equity may not be used to purchase bows, cases, or consignment instruments. Equities may not be combined with other accounts or trade-ins towards a single instrument purchase. Equity is valid for 6 months after the return of your rental.

MAINTENANCE, LOSS, DAMAGE AND REPAIRS

A maintenance fee is mandatory with all rentals from Stamell Stringed Instruments. This covers normal wear and tear, open seams, loose fingerboard, peg adjustments, broken bridge or bridge adjustments, soundpost adjustments, rental grade string replacement, bow repair and repair.

String Replacement: If a string breaks, Stamell Strings offers a free rental grade replacement string of our choice. Better strings may be purchased, and the rental discount will apply. Most instruments are set up and go out with better strings, and we recommend purchasing the better string should one break.

Damage beyond regular maintenance as described above – whether due to gross negligence, such as etching into the varnish, improper storage, improper transportation, leaving instruments and bows in unsafe situations or in the car, heat damage, or improper use of instruments or bows - is not covered by the maintenance fee. In case of such damage, the renter is responsible for any applicable fee up to the maximum outlined in **Fee Schedule** below. Rental equity may not be used towards instrument damage fees.

Loss, theft, or damage which deems the instrument to be totaled is not covered by the maintenance fee. In such a situation, the renter is responsible for a replacement fee of 40% of the retail value of the instrument (see **Fee Schedule** below).

Accidents to instruments at SCHOOL that exceed standard maintenance are NOT covered by the maintenance fee. In the case of damage to the instrument that is beyond what the maintenance fee covers, the renter in whose name the account is open is responsible for all and any applicable fees. (see Fee Schedule below for maximum billable amounts).

Instruments and bows taken out of the United States are not covered by the maintenance fee. The renter will be held responsible for any damage that occurs outside of the U.S. Shipping of instruments is not allowed without written approval of Stamell Stringed Instruments.

3 Strikes Policy: If repeated damage is noted on your account, Stamell Strings reserves the right to cease renting to you. Upon the third incident of breakage or accident, Stamell Strings may opt to stop renting to you, and will return the balance of the prepaid rental term, less any repairs needed to the instrument or bow.

_____ (My initials signify my understanding and acceptance of this section)

EXCHANGES

Rental outfits may be exchanged at any time for one of different size or quality.

In case of damage, loss or theft, a replacement instrument may be issued (subject to availability and at the discretion of Stamell Stringed Instruments) provided the account is current and all applicable repair/replacement fees are paid.

RETURNS

Rentals must be returned **2 business days** prior to the renewal due date to process the cancellation with our bank and prevent your account from being charged. Please check your contract or contact Stamell Stringed Instruments if you are unsure of when the due date is. **There will be no refunds given on rentals returned on or after the due date.**

Rentals must be returned in the same condition as when rented out to avoid **cleaning fees**. Rental outfits should include the following at time of return:

- instrument
- bow
- case
- rosin

All other items are personal and Stamell Stringed Instruments cannot be liable for such items left in returned cases.

How to return:

1. Return the instrument to the shop (preferred).
2. Ship your instrument to the shop. **You must get authorization from Stamell Stringed Instruments before you ship an instrument to us.** It is very important that you include your name, address, phone, and email inside the box so that we can properly update your account.
3. Return to the school (participating schools only) in which the instrument was delivered to. As the renter is responsible for getting the instrument back to Stamell Stringed Instruments, **you must contact us prior to returning or we will not pick up the instrument.** All returns must be labeled with your name and phone number as we are unable to process unlabeled returns.

SHIPPING

Shipping of rental instruments is not permitted without prior authorization from **Stamell Stringed Instruments**. Please contact our shop for instructions on how to pack the instrument and what to include with the shipment. Instruments and bows damaged in shipping beyond repair will be subject to the damage fees outlined in the Fee Schedule.

PAST DUE ACCOUNTS

Past due accounts must be brought up to date immediately upon notice. Maintenance coverage does not apply for past due accounts and normal repair costs will apply. Stamell Stringed Instruments reserves the right to repossess rental instruments brought in for repair which have accounts in arrears.

-Accounts past due by at least 15 days will be charged a late fee of \$15.00 per month.

-If an account is past due by 60 days or more, it will be assumed that the customer is purchasing the instrument, and the customer will be billed accordingly. Stamell Stringed Instruments may also be entitled to charge the customer's credit card for the value of the instrument.

-Collection procedures will begin if an account is past due by at least 90 days.

FEE SCHEDULE

Fee schedule for Instruments, bows and cases not covered by regular maintenance.

Type	Retail Value	Renter's Responsibility
Violin standard rental	\$850	\$340
Viola standard rental	\$950	\$380
Cello standard rental	\$1,995	\$798
Bass standard rental	\$2,500	\$1,000
Violin bow standard	\$55	\$26
Viola bow standard	\$58	\$30
Cello bow standard	\$71	\$35
Bass bow standard	\$90	\$47