

The Violin Shop of Old Carmel

Sales • Rentals • Repairs • Restorations • Rare Instruments & Bows • New Instruments Made

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President/Violin Maker

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DELINQUENT RENTAL POLICY

- ∅ Renters of instruments from The Violin Shop Of Old Carmel are required to present a current credit card with an expiration date at the signing of the contract.
- ∅ It is the renter's responsibility to inform the shop of any changes of credit card information (expirations, thefts, cancellations, etc.).
- ∅ Delinquent renters may be subject to late charges of \$10 per week.
- ∅ If the renter fails to pay for an entire month (starting from the first day the contract expires) or fails to return the instrument accordingly, The Violin Shop Of Old Carmel will charge the credit card given at the signing of the contract. This will be done only if the renter has failed to contact us and make other payment arrangements.
- ∅ If the credit card that was given to The Violin Shop of Old Carmel is false, has expired, or is declined on the day of the appropriate charging, the renter will automatically be turned in to a collection agency. The amount will total the entire value of the instrument that is indicated on the renter's contract agreement and a \$20.00 insufficient fee.

Options to Avoid Payment Delinquency

- ∅ The renter can agree to be automatically charged monthly by credit card on the day of the contract's expiration. If the renter decides to drop off the payment or return the instrument before the expiration date, the credit card will not be charged automatically that month.
- ∅ The renter can pay up front for the entire year. By doing this, the renter can receive free instrument insurance and a 10% promotional discount.

Note: Rental instruments that are returned before the end of the rental contract period will be refunded money for only whole months that are left.

The Violin Shop Of Old Carmel wants to provide the best customer care for our clients. We pride ourselves on being very understanding with our customers. If for any reason the renter cannot make the payment on time, we always try to work with our customers to attain their needs.

Tracking down a delinquent payee takes a lot of time and effort. This is why this policy has been created. The Violin Shop of Old Carmel is giving the renter an entire month to pay or return their instrument after an appropriate expiration date. Please try to be understanding of our policy and follow it accordingly. Thank you.