

Instrument Return Procedure

RETURN PROCEDURE: If you choose to return a rental instrument at any time to your school or music instructor, you must provide **written notice** (e-mail is acceptable) that the instrument is being returned. Please make sure the instrument and bow are in the case and make sure that the student's name is clearly marked on the blue case tag. If the tag has been lost, please use a replacement tag securely attached to the handle of the case and mark the student's name as well as **The Violin Doctor** on it. **Please include in your written notice the date of return, the student's name, the school and whether the instrument was left in the front office or with a teacher and the teacher's name. If these steps are not followed, your account may continue to be charged until such time as we can determine an instrument has been returned.** Once an instrument is returned, thereby terminating your rental account, any credit accrued toward a future purchase is lost and cannot be reinstated.