

Rental Agreement

By completing this Internet order, you are entering into a legal contract between yourself and The String Tree. If you do not agree to all the terms of the Rental Agreement, do not click the confirmation at the end of this agreement. You should print a copy of this Rental Agreement for your records. To print, right-click on this agreement and select "Print" from the menu.

RENTAL OUTFIT AND ACCESSORIES: Your rental of an instrument includes the instrument, bow and case ("Rental Outfit"). Accessories included free of charge with your Rental Outfit at the beginning of this agreement are rosin, polishing cloth, shoulder rest, and strings (on the instrument). There is no charge for the exchange of the Rental Outfit or accessories when a child outgrows his or her instrument. If any of these accessories are lost, become worn out, or need to be replaced, the Customer must purchase the "replacement" accessories.

RENTAL WITH PURCHASE OPTIONS: This agreement is a renewable rental agreement with purchase options available. All payments (excluding tax) can be applied toward the purchase of this—or any other instrument sold by The String Tree, Inc. at any time. The rental periods provided by The String Tree are specific, pre-set, four-month periods of time. Some agreements may begin with a one-year, one-time-only, trial period before regular four-month renting intervals begin thereafter.

RENEWAL OPTION: Renewal option and payment will be automatic unless The String Tree is notified of the Customer's intent to discontinue the rental prior to the renewal date, and the Rental Outfit is returned in accordance with this agreement. Customers will receive a payment notice prior to the end of their rental period. In order to continue renting, the aforementioned customers will be required to make payment to The String Tree before the specified renewal date. Late payments will result in an interruption of all services, late fees, and possible negative credit reports. All renewal terms will be for six-month intervals.

RETURN OPTION: The rented instrument and accessories may be returned at any time during the rental period, but no credit, refunds, or partial payments will be permitted if the instrument is returned earlier than the prearranged termination date. **DO NOT RETURN THIS INSTRUMENT TO AN INSTRUCTOR WITHOUT A RETURN AUTHORIZATION NUMBER.** All returns must be properly requested to ensure that your customer account is updated appropriately and to avoid late payment or credit issues. All returns need to be documented, signed, and receipted by The String Tree. Customers wishing to return an instrument and discontinue their rental have two options.:

1. Call or e-mail The String Tree You will receive a Return Authorization Number and instructions on how the instrument may be returned via the school. **DO NOT TAKE THE INSTRUMENT TO THE SCHOOL WITHOUT FIRST CALLING THE STRING TREE.** If the instrument is returned and a phone call is not received, the instrument will not be picked up and you will continue to be billed for it.
2. Bring the instrument directly to The String Tree service facility All paperwork and Authorization Forms can be summarily completed at the service facility.

INSTRUMENT MAINTENANCE: Any damages sustained to the instrument (other than willful or intentional damage) will be repaired at **no additional charge**. *Strings are considered a wearable item and are to be replaced at the cost of the customer.* All other adjustments, replacements of parts, and repairs will be conducted at **no additional charge** for the length of the rental agreement, as long as said repairs, etc. are performed by The String Tree.

FIRE OR THEFT PROTECTION: Should the instrument be lost in the case of fire or theft, The String Tree will replace it with one of equal value at **no additional charge**, provided that a report is filed with the proper authorities, and a copy of the report accompanies any claim filed.

LATE FEES: : By signing this agreement, you consent to provide payment in a timely manner. Once payments are seven (7) days late, all obligations of The String Tree under this agreement are stayed until payment is received. Should payments be more than fifteen (15) days late, The String Tree may assess a late charge equal to 5% of the amount outstanding for each fifteen (15) day period that any amounts remain past due. If the Customer fails to make the payments required under this agreement or otherwise defaults under the agreement, The String Tree may collect from the Customer its reasonable attorneys' fees and costs incurred to collect such amounts or enforce the agreement. Once delay of payment exceeds 30 days, you grant authorization to The String Tree to automatically bill the given credit card. If the balance is still not settled, The String Tree reserves the right to pick up the instrument from the school or another pre-arranged location.

LOST ITEMS: If an instrument, bow or case is lost (other than by a reported theft or fire), the Customer is responsible for the replacement cost of such item.

RIGHT TO CANCEL: **You, the Customer, may cancel this agreement and receive a full refund, provided it is prior to midnight of the third business day after the date of this transaction.**

Any questions, comments, or concerns can be directed to The String Tree:
3315 Reedy Rd., Sinking Spring, PA 19608
610-670-5434

You are entering into a legal contract between yourself and The String Tree. If you do not agree to all the terms of the Rental Agreement, do not check the box on the item page and do not continue you with the order. Close this window to return to the website.