

# Questions to ask when renting a stringed instrument

## QUALITY of Instruments

- Does the instrument come with brand name strings?
- Who does the set-up of the bridge, soundpost, etc? Is it done on site, or do instruments come straight from the factory? (Should be done on site).
- Is the instrument ready to play out of the case? Is the bridge cut to the correct height?
- Is the bow rosined?

## QUALITY of Service/Repairs

- What type of repair service is available?
- Is the cost of repairs included in the rental price? (Should be!)
- During what hours is your shop open?
- Does your sales staff have a background in strings? (This is a must!)
- Can they give knowledgeable assistance regarding string instruments?
- Do you have a qualified luthier (string instrument repair specialist) available to service instruments in a timely manner, or do you need to send instruments out for repairs? (Should be done on site)
- Do you have representatives that make regular visits to each school to provide service?
- 5th grade classes begin the week of September 13th, and students need instruments by September 20th. Will the instrument be delivered to school or be ready for pick-up before that week?

## Rental Policies

- Are rental fees due monthly, quarterly, etc?
- Is there a minimum amount of time I must rent an instrument?
- What is the monthly rent and how much of that payment will go towards the eventual purchase of the instrument? (This should be 100%!) Are there multiple makes of hand-carved instruments available for step up when my child outgrows his/her first instrument?
- Am I able to trade up to the next instrument size at any time? (i.e. 1/2 size to 3/4 size)
- Am I able to upgrade a purchased instrument at a later time?
- What options do you have for high quality instrument upgrades for my child later in life?
- Is insurance included in the monthly rental?
- If so, what is covered by insurance (what are my liabilities?)
- What accessories are provided with the instrument?
- All instruments should have a cleaning cloth and rosin.
- Violins and violas should have a shoulder rest/pad.
- Cellos and basses should have a rock stop.