

Dale Music Co. Repair and Replacement Warranty Agreement

Terms and Conditions:

1. Instruments lost due to theft or destroyed by fire or other accident, not through the negligence, fault, and/or malicious intent of the Lessee will be replaced with instruments of equal quality to the original instrument rented. The theft or destruction must be reported to the proper authorities within 24 hours of the event. Dale Music Co. will require a copy of the police, fire, or homeowner's insurance claim report documenting the loss or damage. Other forms of reasonable proof may be accepted at the discretion of Dale Music Co.
2. Warranty does not cover instruments taken out of the DC/MD/VA metropolitan area. Instruments taken out of area are taken at Lessee's risk. An exception may be made for school-sponsored travel. Dale Music must be notified of arrangements prior to travel.
3. Warranty does not cover disappearance of instruments from unsecured locations such as school band rooms, or lockers where breaking and entering is not a factor.
4. If a rental instrument becomes damaged or deteriorates in performance, Dale Music Co. will repair the instrument to proper playing condition, or exchange it for one of equal quality at no charge. This does not include damage or wear to the finish of the instrument that does not affect its performance, such as scratches and minor dents. Normal user-wear items such as, but not limited to, strings, rosin, reeds, bow hair, swabs, lubricants, drum heads, drum sticks, lost parts, user-installed or repaired equipment, and/or custom aftermarket equipment are not covered by the warranty.
5. Any default or lapse in payment of warranty charges or rental fees will result in a suspension of warranty privileges beginning on the due date of the late payment. Privileges will be reinstated at Dale Music Co.'s discretion once all of the customer's financial obligations are fulfilled and in good standing.
6. All repair work and instrument replacements must be performed by Dale Music Co. No claims will be honored using outside sources unless prior written consent is granted by Dale Music Co.
7. Dale Music Co. reserves the right to refuse warranty benefits to any instrument deemed to have been subject to intentional or malicious damage or destruction, unauthorized repair attempts, or suspicious history of recurring damage. Dale Music will be the sole judge in such cases.
8. Warranty fees for three-month rentals will be collected quarterly with rental payments. Warranty fees for school year leases will be collected in full at start of lease.

Instrument	Make	Model	Serial #
------------	------	-------	----------

Lease / Rental \$ _____
Total

Name X _____
Signature

Date

Account #