



Brass Bell is now offering open enrollment to our Extended Maintenance Plan!

Enroll your instrument to our EMP, and get the same repair coverage we provide our in-house rentals for just \$9.95/month!

This includes all the following instruments:

Orchestra: Violin, Viola, Cello, Upright Bass

Band: Flute, Piccolo, Oboe, Clarinet, Soprano/Alto/Tenor/Bari Saxophone, Cornet, Trumpet, Flugelhorn, French Horn, Mellophone, Trombone, Euphonium/Baritone, Tuba

Combo: Acoustic Guitar (Steel string and Nylon string), Electric Guitar, Bass Guitar, Banjo, Mandolin, Ukulele

Regular tweaks and minor adjustments, patching up wear and tear, and a yearly cleaning are all included! Any work to keep your instrument in good playing condition is covered, and you only pay for expendable parts like reeds and strings.

To enroll, instruments must be at- or near-playing condition. Wind instruments may be required to check in to our repair shop for a pre-enrollment inspection. Instruments needing repair will be asked to complete a Play Condition service before enrolling.

Some brands will not be eligible to enroll - these include but are not limited to instruments made by Cecilio, Eastar, Palatino, FirstAct... (budget brands...) These brands are usually too difficult for us to get replacement parts, or we don't know how our glues and polishes will react with the instrument's finish/materials, or the cost of the repair work is higher than the instrument's value.

POLICIES:

- Customers may enroll their personally owned instruments in our Extended Maintenance Plan (EMP) as a repair coverage subscription at the rate of \$9.95 (+tax) per month.
 - Customer owned instruments must be in Playing Condition (or close to Playing Condition with minimal adjustments) to be eligible for enrollment.
 - Wind Instruments will be checked in to the repair shop for a pre-enrollment inspection by our certified technicians.
 - Instruments that have been serviced in our shop within the past year AND have only sustained standard wear-and-tear may be exempted from the Inspection requirement.
 - Repair-Non-Guarantee instruments are not eligible for EMP.
 - Including but not limited to instruments made by Cecilio, Eastar, Palatino, FirstAct... (budget brands...)
- Customers may enroll their rental instrument to EMP at any time.
 - Initialling Box 6F on our rental contracts will automatically enroll the instrument once the rental is fully paid off, beginning on the next occurring regular monthly payment due date.
 - Customers may enroll to EMP within 90 days of paying off the rental instrument with no extra paperwork/signature required.
 - 90-day Rental Payoff Work Order “final included cleaning” is void if customer enrolls to EMP.
- **All policies, procedures and coverages on Rental repairs apply to EMP enrollment.**
 - EMP must be paid current to receive coverage. Past-due accounts will be required to pay out-of-pocket for repair work.
 - Adjustments and repairs will be made to keep the instrument in proper playing condition at no extra charge. This does not include restoration of finish or replacement of expendable accessories such as reeds, strings, mouthpieces, drum heads, sticks, etc...
 - Repairs attempted by someone other than a member of the Brass Bell staff may void coverage, and damage from any causes whatsoever will be the liability of the customer.
 - Damage beyond normal daily wear and tear or caused by negligence will be at the expense of the customer.
 - Customers who befall calamity and need significant amounts of work DURING EMP must be referred to the Manager On Duty AND a Repair Technician to determine how much will be paid out-of-pocket for Play Condition work.
- Customers who wish to stop receiving EMP coverage may cancel enrollment at any time with no additional charge. Customers who wish to cancel are responsible for notifying Brass Bell.
- Customer may be eligible for a refund if no EMP-covered repairs occurred. Any refund amount will be decided by the Manager On Duty.
- EMP payments may be made as far in advance as the customer wishes. However, payments made in advance are not eligible for refund.