

# 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!**

EMP includes all of 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, 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 or strings.

To enroll, instruments must be in full playing condition. All instruments, prior to EMP enrollment, are 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.

Due to parts availability and craftsmanship, some brands (*Repair-Non-Guarantee instruments*) 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, as is often the case, the cost of the repair work is higher than the instrument's value.

## **POLICIES:**

### **CURRENT RENTERS**

*Upon completion of your rental contract and after your final complimentary Payoff Maintenance (to be done within 90 days of your final payment), you will be eligible to enroll in EMP. Your coverage will continue in the same manner as when you were renting.*

### **NON-RENTERS**

- Customer owned instruments must be in Playing Condition to be eligible for enrollment at customer's expense.

- Repair-Non-Guarantee instruments are not eligible for EMP.
- Customers may enroll their rental instrument to EMP at any time after play-condition inspection/repair. Simply fill out a quick form and you're signed up!
- **EMP policies, procedures, and coverages**
  - 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 (Billed at the current hourly rate).
  - Damage beyond normal daily wear and tear or caused by negligence will be at the expense of the customer.
- 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.