

1. Rental Agreement

All rented instruments remain the property of Musical Elements LLC unless ownership transfers through the rent-to-own program. By signing, the renter agrees to this policy.

2. Rental Payments & Late Fees

Rental fees are billed monthly and due on the date stated in the agreement. A \$30 late fee applies if payment is not received within 7 days. An additional \$30 may be charged for each month the account remains delinquent. Late fees are cumulative. Continued non-payment may result in suspension, collections, or legal action.

3. Inactive Accounts & Failure to Return

An account becomes inactive after 7 days of non-payment, and rental charges continue to accrue. After 14 days, an unreturned instrument may be classified as Failure to Return. The renter may be responsible for unpaid rent, late fees, the instrument's replacement value, and applicable collection, attorney, or court costs. Accounts over 90 days past due may be referred to collections or reported to credit bureaus where permitted by law.

4. Rent-to-Own Program

After 40 to 48 consecutive monthly rental payments, ownership of the originally rented instrument transfers to the customer. Musical Elements does not guarantee a new or different instrument at transfer. Instruments are professionally inspected at rental. Up to 40% of rental contributions may apply as purchase credit toward the rented instrument or an upgrade. Insurance fees do not apply toward purchase credit.

5. Service, Maintenance & Exchanges

Routine maintenance is covered at Musical Elements or an authorized affiliate. Standard service excludes strings, bow rehairing, major physical damage, and negligence-related repairs. Customers may exchange rental instruments without an exchange fee. Upgrades should be guided by the student's music educator.

6. Instrument Condition & Responsibility

The renter must maintain the instrument in good condition. Damage beyond normal wear may result in repair or replacement charges. The instrument must be returned in playable condition. Rental billing stops only when the instrument is physically returned and inspected during normal business hours. No partial-month refunds are provided unless agreed to in writing.

7. Optional Limited Liability Insurance (LLI)

Optional LLI covers certain accidental damage. Major physical damage and negligence are excluded. A \$120 deductible may apply. Accessories, including strings, bridges, mouthpieces, and bow hair, are not covered. Insurance fees are separate from rental payments.

8. Injuries & Harm

Musical Elements LLC is not responsible for injuries, illness, hearing or respiratory issues, allergic reactions, infectious diseases, or other harm arising from use or handling of a rental instrument. The renter accepts responsibility for safe use and proper handling.

9. Communication & Updates

Renters must maintain current contact information. Musical Elements LLC may update this policy

By renting, the renter agrees to these terms.