

WHY BUY IMA?



PREVENTATIVE MAINTENANCE

Every student has the best opportunity to succeed with a properly functioning instrument.



AFFORDABLE COVERAGE

Repairs can be expensive. With our maintenance plan, you won't have to worry!

50+

BAND & ORCHESTRA COVERAGE

We service more than 50 of the world's top instrument brands.



WORLD-CLASS SERVICES

Our repair techs are highly recommended by the music community, and use only the best materials.



INSTRUMENT LOANER

Borrow an instrument from us at no charge, so you don't miss any practice or performances



PICK-UP & DELIVERY

We provide shuttle service for all repairs at schools serviced by Music & Arts.



RENEWABLE AGREEMENT

We'll alert you when your coverage is about to expire. You can renew in-store or through the mail..



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LEVELS OF COVERAGE

LEVEL 1

Level 1 instruments include all student level:

- FLUTES
- CLARINETS
- TRUMPETS
- TROMBONES
- DRUM KITS
- VIOLAS

LEVEL 2

Level 2 instruments include all:

- SAXOPHONES
- CELLOS
- BARITONES
- BASS CLARINETS
- INTERMEDIATE & PROFESSIONAL QUALITY INSTRUMENTS
- OBOES
- EUPHONIUMS
- FRENCH HORNS
- PICCOLOS

SEE ATTACHED PRICING SHEET
FOR BOTH ONE AND TWO YEAR PLANS.



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IMA INSTRUMENT
MAINTENANCE
AGREEMENT

**PROTECT YOUR
INVESTMENT**

MUSIC & ARTS

MUSICARTS.COM

Terms for Enrollment

Musical instruments qualifying for immediate enrollment without pre-evaluation are all Music & Arts band and orchestra instruments purchased from one of our stores, if you purchase the IMA agreement at time of instrument purchase. Other new and used instruments purchased at Music & Arts may be enrolled based on condition and value at Music & Arts' sole discretion. Music & Arts may require repair as a prerequisite to enrollment. Music & Arts will provide a cost estimate for the repair if Music & Arts determines repair is necessary to qualify for enrollment. Payment for repair and/or enrollment is due at time of signing. Instruments purchased from a non-Music & Arts vendor may be enrolled at Music & Arts' discretion after the instrument passes inspection and any necessary repairs are completed and paid for in full.

1. MAINTENANCE. Music & Arts will maintain the instrument in good playing condition and provide the following services:

- A. General checkups as necessary and as requested.
- B. Adjustment and proper regulation of keys, valves or slides
- C. Replacement of all necessary pads, corks, felts or springs.
- D. Removal of dents that affect the playability of the instruments (as determined by a Music & Arts approved technician).
- E. Pulling of stuck slides, valves or mouthpieces.
- F. Cleaning and lubrication as necessary to improve playability. (Customer is responsible for basic cleaning and care.)
- G. Cracked wood on woodwind instruments will be pinned, if possible.
- H. Cases will be repaired or replaced at a price determined by Music & Arts, not to exceed 50% of our retail price.
- I. Repairs must be completed by a Music & Arts technician or a Music & Arts approved technician, if not, this agreement is cancelled and there are no refunds.
- J. Cracked plastic-bodied instruments may be repaired or replaced at Music & Arts' discretion.
- K. We will be able to provide a loaner, if available.

The MAINTENANCE agreement DOES NOT cover the following:

- A. Intentional damage, negligent handling or abuse to the instrument (as determined by a Music & Arts technician).
 - B. Cosmetic damage such as: lacquer finishes, silver-plated playability).
 - C. Replacement of lost parts.
 - D. Accessory items such as reeds, lubricants, straps, bows (including bow hair), rosin, ligatures, strings, drum sticks, drum heads,
 - E. gig bags, customized cases, mouthpieces, mouthpiece covers, cleaning rods. Other accessory exceptions apply.
 - F. Instruments used for business or commercial purposes.
2. Instruments must be delivered to Music & Arts for authorized evaluation and/or repair and a receipt obtained. Music & Arts pays return freight.
3. Enrolled instruments presented for repair must be accompanied by Agreement number.

4. REPLACEMENT. If the instrument currently covered by IMA is lost, stolen or damaged beyond repair (as determined by Music & Arts), the customer may purchase a replacement instrument from Music & Arts during the contract period at a 20% discount off the everyday selling price of a comparable instrument. The discount cannot be combined with any other discounts or promotions. The following limitations apply:
- A. Music & Arts reserves the right to substitute brands or models of comparable value if and when an exact replacement is not available to Music & Arts.
 - B. Coverage is NOT AVAILABLE for vintage instruments, sentimental value instruments, or instruments of exceptional value as determined by Music & Arts in its sole discretion.
 - C. No portion of the enrollment fee shall be returned to you if you elect not to replace the instrument or if the replacement option is not available to you.
5. This Agreement will be effective on the date this Agreement is signed and is accepted and validated by Music & Arts. Acceptance is indicated by the assignment by Music & Arts of an "Agreement Number" and "Start Date" shown above and "End Date" shown above. For TENNESSEE customers, the End Date will be extended by the sum of the number of days you lose the use of an instrument in the custody of Music & Arts for maintenance or repair, plus two working days. For MARYLAND customers, the End Date will be extended by the number of days you lose the use of an instrument in the custody of Music & Arts for maintenance or repair.
6. This Agreement may be renewed by paying the renewal fee prior to expiration of the Agreement. Music & Arts is authorized to submit your credit card information on file for purposes of payment of the enrollment fee upon renewal. For VIRGINIA customers, any renewal shall be for a term of fifty (50) weeks. It is the customer's responsibility to renew this Agreement prior to the expiration.
7. Music & Arts reserves the right to refuse any new or renewal Instrument Maintenance Agreement for any reason.
8. This Agreement is not transferable or cancellable.
9. NEITHER MUSIC & ARTS, NOR ITS AGENTS, CONTRACTORS OR LICENSEES, ARE LIABLE FOR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES, INCLUDING, BUT NOT LIMITED TO, LOST TIME, LOSS OF USE OF COVERED PRODUCT OR ANY OTHER DAMAGES RESULTING FROM THE BREAKDOWN OR FAILURE OF YOUR INSTRUMENT, DELAYS IN SERVICING OR THE INABILITY TO SERVICE ANY INSTRUMENT, EXCEPT AS REQUIRED BY LAW. THE MAXIMUM LIABILITY OF MUSIC & ARTS, IF IT IS UNABLE TO SERVICE THE INSTRUMENT, IS THE REFUND OF THE PAYMENT PROVIDED HEREIN.
10. If you are renting an instrument with us and you make all the required payments, title will pass after we receive your final payment.
11. If you carry our LDW Coverage and execute the IMA Agreement prior to the title passing, we will not require your instrument to be inspected prior to the effective date of the agreement.
12. An inspection will be required for any IMA Agreement received, after title has passed, before it can become effective.

Instrument Maintenance Agreement

Customer Information

Name _____

Instrument _____ Brand or Make _____

Model # _____ Item # _____ Serial # _____

Address _____

City _____ State _____ Zip _____

Email _____

Phone # _____

Signature of Instrument Owner _____ Date _____
By signing, I agree to the terms of the Music & Arts' Instrument Maintenance Agreement.

Type of Plan

- 1 Year Level 1 1 Year Level 2 2 Years Level 1 2 Years Level 2

Cost & Payment Method

\$ _____ \$ _____ \$ _____

IMA Fee + Sales Tax = TOTAL

- Check Enclosed (made payable to Music & Arts) OR
- Credit Card: Visa AmEx MasterCard Discover

16 Digit Credit Card # _____

_____ • _____ _____

Expiration Date MM•YYYY _____ Security Code _____

Card Holder Signature _____ Date _____

For in store use only Store Information

Salesperson _____

Store Name _____ Store # _____