



Veritas Instrument Rental Incorporated

# AFFILIATE MANUAL PDF EDITION

v15.0 (3/15)

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This manual and the information, policies & procedures contained herein  
is the property of Veritas Instrument Rental Incorporated  
and must be surrendered upon request.

# USE, CONFIDENTIALITY & INDEMNIFICATION STATEMENT

## **Use & Confidentiality of Affiliate Manual**

As an Affiliate for Veritas, you will have been and will be furnished on an ongoing basis with certain information which is either non-public, confidential or proprietary in nature with respect to the operations of the Company, its Affiliates, and pricing structure for the sale and rental of its products and services past, present, and future business and market strategies and other data in consideration of and for the benefit of your affiliation with Veritas. Such information, in whole or in part, together with any analysis, compilations, discussions with future retailers in the same and/or related business enterprises as the Company engages, which knowledge contains or otherwise reflects such information, is subject to the following restrictions hereby agreed to by you, your agents, and assigns: A. The information, with respect to the above mentioned business operations, pricing structures, commission rates, business plans and strategies, methods of operations, and proprietary information that in other hands would compromise the operations, sales, rentals, and ability to compete, of the Company, et al, will be kept confidential by you, your agents, and assigns. B. Although you understand that Veritas and/or employees under charge of the Company has provided, or will provide, information and certain data for the purpose of executing your rental business and affiliation with Veritas, this information is to be kept confidential with no exceptions.

## **Indemnification**

Each Party shall be held financially responsible and accountable for any and all costs, expenses, attorney fees, lawsuits, liabilities, injuries, damages, and/or claims for damages arising out of their failure to properly execute their duties and responsibilities as set forth in this Agreement or for taking action beyond the authority granted or provided to them within this Agreement which leads to costs, expenses, attorney fees, lawsuits, liabilities, injuries, damages, and/or claims for damages. Affiliate agrees to hold harmless, protect, defend and indemnify VERITAS, its agents, directors, officers, Board Members, employees, etc., from any and all costs, expenses, attorney fees, lawsuits, liabilities, injuries, damages, and/or claims for damages, arising out of or related to their performance or exercise of any of their duties, obligations, powers or authorities granted to them by VERITAS as set forth in this Agreement including but not limited to any act which may constitute negligence or misconduct on their part in performing the terms of this Agreement including but not limited to securing for purposes of privacy and non-disclosure, if any, and all financial information/data obtained by Affiliate from the client in order to initiate or maintain any transaction between client and VERITAS. The prevailing Party will be reimbursed by the other Party, its agents, directors, officers, employees, Board Members, etc., for any payment, including but not limited to attorney's fees and expenses by reason of the above indemnities, assumptions, assumption of liabilities and obligation herein.

Affiliate shall indemnify, defend and hold VERITAS including its agents, directors, officers, employees, Board Members, etc., harmless from and against all claims, demands, liabilities, losses and expenses which shall include any and all attorney costs and fees which arise out of or in connection with (i) the dissemination of financial or private information not properly secured and maintained by Affiliate, which was obtained by Affiliate on behalf of VERITAS for the purpose of establishing a contract for service or product between VERITAS and client (ii) any bodily injury to or death to any person, or damage to property arising out of Affiliate's performance of this Agreement and delivery of services hereunder; (iii) any action taken by or on behalf of Affiliate in conjunction with such performance which is not permitted by or pursuant to the terms of the Agreement; or (iv) any third party claims alleging any act or omission constituting negligence or misconduct or breach of fiduciary duty by an officer, director, agent or employee of Affiliate. Affiliate will reimburse VERITAS, its agents, directors, officers, Board Members, employees, etc., for any payment, including but not limited to attorney's fees or expenses by reason of the above indemnities, assumptions, assumption of liabilities and obligation herein.



# INTRODUCTION

Dear Affiliate,


Welcome and thank you for choosing Veritas for your school music market needs. Working together, we can look forward to building a business relationship that is both mutually profitable and personally rewarding.

This manual, which is the property of Veritas Instrument Rental Incorporated (VIR), was designed as an information source and quick reference guide to the policies and procedures that outline our instrument rental program. However, documentation is only a part of the support we offer. Dedicated staff members with years of experience strive to be available when you need us most for answers to your questions, concerns or needs.

Through the collaborative help of our Affiliates, our program has evolved considerably over the years. Thus, we encourage your ideas & suggestions regarding improvement. The proper implementation of forms, logs, policies and procedures make the operation of this program readily simplified. Reminder: As stated in the Affiliate Agreement, all paperwork including Payments, Deposits, Instrument Rental Agreements, Returns, Repairs, Upgrade/Exchanges & Purchases must be forwarded to VIR at least once per week.

As you review & reference this manual, you will frequently see the following symbols:

**QUICK TIP** = Suggestion for improved efficiency

 = Download available at website

Thank you for allowing us the opportunity to be a part of your school music service. We hope you'll think of us not only as a valuable & reliable service provider, but also as a partner in success.

Musically Yours,

The Entire Staff at Veritas Instrument Rental



# TRAINING RESOURCES

It is imperative that everyone in your store with access to customers (and our stock) is properly trained. After all, you're only as strong as your weakest link. All too often, owners & managers forget to train new employees (especially in the off season).

In addition to the training of all staff members, it will be in your best interest to provide VIR a list of authorized decision-makers within your organization. Specifically, we should be made aware of who has purchasing authority and is able to speak on your behalf (if anyone) in regard to inventory control & accounts payable.

Veritas offers a host of resources for Affiliate development:

The **Affiliate Manual** is a complete guide to the policies & procedures of our program. It is recommended that you keep it at or near your rental counter for quick & easy reference by anyone who may need it.

**Veritas Training Sessions**, typically hosted at our training facility 2-3 times per year, focuses on both instrument recycling & repair (beginner through advanced tracks) as well as servicing the school music market (road rep strategies, making connections with educators, securing invites to parent meetings, etc.).

The **Affiliate Conference** is an annual gathering of our Top Producers as well as fellow Affiliates to review procedural changes, share ideas, and encourage networking.

**Affiliate Resources**, found at [www.veritas-online.com](http://www.veritas-online.com), is a comprehensive archive of training, marketing and administrative tools made just for you. Forms, manuals, pricing schedules and marketing strategies related to this program are available. Our online training program, **Veritas U**, is an invaluable resource for new affiliates as well as new hires. The best part: It's there, day or night, whenever you need it.

Of course, nothing beats direct contact with our staff when you need help. We encourage you to make our toll free number available to all of your employees. We are available Monday-Friday, 8am-10pm EDT and Saturday, 8am-3pm EDT (excluding Holidays). Our toll free number is (800) 578-9724. A current company directory should have been provided to you already and is available upon request (or at Affiliate Resources).



# ONLINE RESOURCES

Affiliates can access a wealth of information through our website. You will need to know your affiliate number, username and password. Call us at 800-578-9724 if you experience problems logging in or forget your password.

## **Veritas-Online ([www.veritas-online.com](http://www.veritas-online.com))**

From the home page, click on Affiliate Resources (Username & Password required). We suggest you bookmark this page with your login information stored for easy access. Be sure your login information is provided to authorized staff members and is clearly completed at the bottom of this page. There are two very important online forms within Affiliate Resources that you will be required to submit on a regular basis:

**Daily Reporting:** It is required that you report your rental activity on a daily basis. From the main menu, click on ***Affiliate Daily Reporting***. From there, you will enter the Inventory ID and the related Customer Last Name for each rental. Piece of cake. Should only take 5-10 minutes of your time at the end of each day. Note: If you do not rent any instruments during a particular day, it is not necessary to submit a report.

**Instrument Reorder:** Although we ship inventory to affiliates prior to their rental season, also called their opening order, it will be necessary for you to reorder instruments as your stock is depleted. You will do so through our online ordering system. From the main menu, click on ***Order Instruments & Supplies***. From there, you will see a series of pull-down menus to select quantities, instrument types, condition and so on. This form is also used to order rental agreements, repair tags, multi forms, rental brochures, UPS return shipping labels and other supplies. Note: Instrument parts are ordered by clicking the ***Order Repair Parts*** button.

The Veritas Online Training University, **Veritas U**, is also located at Affiliate Resources. Affiliates register as students to gain access to a growing library of training courses covering the proper completion of forms, administrative processes & procedures as well as prospecting the school music market. Each course is a timed slide show followed by a multiple-choice final exam. Students completing a course and earning a passing exam grade will receive a Certificate of Completion.

**QUICK TIP:** Note your online access: Affiliate Number \_\_\_\_\_

Username \_\_\_\_\_

Password \_\_\_\_\_



# AFFILIATE RESOURCES

**The following items are currently located at Affiliate Resources:**

## **AFFILIATE PROGRAM TRAINING**

Affiliate Manual in PDF

Veritas Online Training University (Veritas U)

Upcoming Training Session Info & RSVP

## **WEB FORMS**

Affiliate Daily Activity & Mailing Report

Affiliate Instrument & Supplies Order Form

Instrument Parts & Accessories Order Form

Affiliate Accessory Collection Order Form

Affiliate Survey & Competition Analysis

## **ESSENTIAL FORMS & SCHEDULES**

Affiliate-To-VIR Transfer Sheet

Renter Credit Report Permission Form

LDW Reimbursement Schedule & Form

Instrument Recycling Fee Schedule & Form

Affiliate Loaner Form

Approved Instrument Trade-In Form

## **CORPORATE RESOURCES**

VIR Company Directory in PDF

## **ADMINISTRATIVE RESOURCES**

Non-Student Renter Policy

VIR School Bid Policy

Daily Reporting Procedure in PDF

UPS Transit Time Map in PDF

Commission Report Glossary of Terms

Explanation of LDW Tax in PDF

Information Security Statement

## **MARKETING RESOURCES**

Music Educator Survey in PDF

Educator Welcome Letter in PDF

Working With Educators in PDF

Rental Meeting Survival Guide in PDF

Accessory Silent Salesman Template in PDF

Open Letter Regarding Returns in PDF

Open Letter Regarding Bargain Instruments in PDF

Website Design Suggestions & Resources

Top Ten List of Affiliate Strategies in PDF

Rental Meeting Shutout Strategies in PDF



Be sure to also visit the Resources for Parents and Resources for Educators for additional information, tools and more.



# RENTING INSTRUMENTS

When completing and reviewing an Instrument Rental Agreement, it is very important that the information provided by the applicant is not only correct, but also legible. All information is mandatory including the Drivers License & Social Security numbers. The applicant's information is kept confidential and is not shared with any other party (except in the event of default). In regard to Ethnicity, or Race, Veritas asks for this information solely for the purpose of prosecuting check fraud (required information by the State Attorney). The information is neither used for approval purposes nor entered into our system when the rental account is created.

As per the Affiliate Agreement, Veritas will be responsible for losses on uncollectible accounts when the Instrument Rental Agreement was **properly** completed & reviewed. By signing on behalf of Veritas, you will signify your acceptance of the Agreement. Again, it is imperative that you take the time to review the completed Agreement carefully.

Once approved, the Renter will be solely responsible for the account and will be bound by the Terms and Conditions of the Agreement. In some cases, an applicant might be renting on behalf of a friend or relative promising to make the monthly payments. This may not be in the best interest of the applicant and should be advised they will be held accountable in the unfortunate event of default.

Regarding the initial payment, the Renter should make a check or money order payable to "Veritas Instrument Rental", "Veritas" or simply "VIR" for the appropriate amount. Attach the payment to the signed original copy of the Agreement and forward to VIR. If the Renter enrolls in AutoPay, VIR will charge the major credit card upon receipt of the Agreement. Thus, it is **not** necessary to authorize the initial payment with your credit card terminal. Loss Damage Waiver plus Maintenance (LDW) is optional. However, a deposit of up to 50% of the retail value is **required** if coverage is not elected.

If a customer pays with cash, purchases additional accessories or writes a check payable to YOUR store, it will be necessary to process the payment through your POS system or cash register. **Never** send cash to VIR via mail. Rather, issue a company check in the appropriate amount to cover one or more Agreements. Please itemize multiple payments on an explanation note/sheet (do not mingle payments with invoices, instrument sales, or other remittance). Note: When processing payments through your system or register, VIR recommends creating a non-taxable SKU for initial payments or you may pay sales tax unnecessarily. VIR collects and reports sales tax to the appropriate state, county and/or local entities on your behalf.

# COLLECTION & SECURITY OF CUSTOMER INFORMATION

Because the collection of adequate (and accurate) customer information is key to the success of the Equipment Rental Agreement's execution, please recap the following:

## **Required Information**

All information requested within our Instrument Rental Agreement is required (and allowable by law) including the Driver's License & Social Security Numbers, Date of Birth and Employment Information to be considered for approval. VIR Affiliates have been instructed not to execute any rental agreement that does not include the renter's Social Security Number unless the renter agrees to provide all other requested information (without exception) and enrolls in the AutoPay Program (with major credit card).

## **Credit History Inquiries**

If a personal credit history report becomes necessary within the approval process, the Renter will be asked to complete a Renter Credit Report Permission Form. The VIR Affiliated Retailer will transmit the form via facsimile (we can not accept information via phone or email) to the VIR Home Office. VIR will then securely submit the information to a third-party credit reporting bureau for the purpose of obtaining a consumer credit history report (which is then reviewed for approval purposes).

## **Special Note Regarding Ethnicity**

It is important to understand ethnicity is not considered during the approval process. The State Attorney of Florida requires the ethnicity of the renter when prosecuting personal check fraud. The renter's ethnicity is not entered into VIR's collections database. Thus, the information must be retrieved from the archived hard copy when requested by the State. Those renter's unwilling or uncomfortable providing this information may still be considered if enrolling in our AutoPay Program (with major credit card).

## **Confidentiality of Information**

VIR does not share its customer's personal information to any third party (except credit bureaus for approval & reporting purposes). Access to information & changes to customer accounts is restricted to the account holder named on the Instrument Rental Agreement.



A customer-friendly PDF version of this information can be downloaded & printed at Affiliate Resources.



# CREDIT CRITERIA & APPROVALS

In reviewing the completed Instrument Rental Agreement, the following criteria must be met:

## **Used/Previously Rented CRITERIA ONE Instruments**

Student Plastic Clarinet, Intermediate Wood Clarinet, Alto Clarinet, Bass Clarinet, Alto Saxophone, Tenor Saxophone, Soprano Saxophone, Student Closed-Hole Flute, Student Open-Hole Flute (including B-Foot models), Student Trumpet, Student Silver Plated Trumpet, Intermediate Silver Plated Trumpet, Student Trombone, Student Silver Plated Trombone, F-Attachment Trombone, Piccolo, Plastic Oboe, Wood Oboe, Single French Horn, Baritone/Euphonium, New or Previously Rented Violin, Viola & Cello, New or Previously Rented Snare Drum, Bell Kit and Snare/Bell Combo Kit

- Fully completed Instrument Rental Agreement
- Driver's License or State-Issued ID required
- Verify name & address by inspection of Driver's License or State-Issued ID
- Home or cell number required
- Must be gainfully employed or provide evidence of verifiable income (SSI, Disability, etc.)
- Employment information including phone number required
- Nearest relative information including phone number required without exception
- Date of Birth required
- Social Security Number required. Any customer not willing to provide this information may exempt themselves by enrolling in AutoPay (major credit card information required)
- Credit Card must be referenced on agreement or meet ONE of the following:
  - Maintained BOTH current employment and residence for at least one year
  - Maintained current employment for two years OR current residence for two years
  - Permit Veritas to obtain a credit history report

**-For NEW CRITERIA ONE Instruments**, a valid major credit card is required as a reference on the agreement in addition to the Used/Previously Rented criteria.

## **New/Used/Previously Rented CRITERIA TWO Instruments**

Double French Horn, Baritone Saxophone, Student Bassoon, Intermediate Alto Saxophone, Intermediate Tenor Saxophone, Intermediate Oboe, 3/4 Tuba

- Must meet ALL of the criteria for CRITERIA ONE Instruments
- Permit Veritas to obtain personal credit history report
- Major credit card referenced on agreement required
- Must enroll in AutoPay
- Minimum rental term of three months required



# INSTRUMENT RENTAL AGREEMENT SECURITY GUIDELINES

In our continuing efforts to secure the personal information of the rental customer, the following security measures are to be observed & reviewed regularly:

- Completed Instrument Rental Agreements should be securely stored until mailed to VIR. It is suggested these documents are stored in a locked safe, room or box with access limited to the owner or manager until they can be reported & mailed.
- Online daily reporting of rentals is now a year-round task. Within the web form, in addition to the Instrument ID Number & Customer's Last Name, a tracking number box is provided. Affiliates must associate the report with mailing tracking information. After submitting an online daily report, a confirmation screen is displayed. Affiliates are instructed to print two copies of the screen (one for your records, the other to be included with the agreements being mailed. VIR will send confirmation that your mailer has been received with all reported agreements.
- VIR will provide traceable mailers & shipping labels with postage pre-paid. As such, these mailers must be stored in a manner that each gets used. (they are paid for whether they get used or not). Each traceable mailer will be logged into our system. Use VIR traceable mailers ONLY. Do not send paperwork via standard post!
- All paperwork associated with this program is time-sensitive and must be forwarded to VIR in a timely manner. Per the Affiliate Agreement, the minimum frequency is once per week. Depending on the time of year (rental season, for example), it is suggested the frequency be increased to every few days (or even daily).
- Instrument Rental Agreements are NOT to be scanned, copied, faxed or otherwise duplicated. If a credit report becomes necessary, fax a completed Renter Credit Report Permission Form (no completed agreements!) to VIR at 800-446-9317.
- Affiliates are asked to take sensible precautions to secure the sensitive information on your older records, as well. Archived agreements should be stored in a secured manner with access limited to ownership & management.



# ONLINE DAILY REPORTING, REORDERING & RETURNS

## **Online Daily Reporting**

Online daily reporting of new rentals is a year-round task. Within the web form, located at Affiliate Resources ([www.veritas-online.com/affiliate/affiliateresources.html](http://www.veritas-online.com/affiliate/affiliateresources.html)), in addition to the Instrument ID Number & Customer's Last Name, a tracking number box is provided. Affiliates must associate the report with mailing tracking information. After submitting an online daily report, a confirmation screen is displayed. Affiliates are instructed to print two copies of the screen (one for your records, the other to be included with the agreements being mailed). VIR will send confirmation that your mailer has been received with all reported agreements.

## **Reordering Rental Inventory**

Although we ship/deliver a tremendous volume of inventory to affiliates in advance of the rental season, it will be necessary for you to reorder instruments as your stock is depleted. You will do so through our online ordering system. From the main menu, click on ***Order Instruments & Supplies***. From there, you will see a series of pull-down menus that offer order options including quantities, instrument types, and condition. The form is also used to order rental agreements, repair tags, multi forms, rental brochures, UPS return shipping labels and other supplies. Note: Instrument parts are ordered using the upper-right button labeled ***Order Repair Parts***.

## **Rental Returns**

As the school year ends, many customers will choose to return their rented instrument and cancel their agreement. Unless you've been certified by VIR to recycle instruments back into rent-ready condition, they must be returned immediately. It is important to understand our system counts your returns as (available) rental stock. As such, failure to return unrentable stock could impede your ability to receive additional instruments during our very brief & intense rental season that follows the summer months. Return shipping labels (and even packing material) are provided at no charge upon request.

## **Online Access**

Access to Affiliate Resources requires a Username & Password. If you're having trouble logging in, please contact us. Reporting, reordering and return shipping should be viewed as the three pillars of a successful inventory control strategy. It may sound cliché, but if you knock just one down (don't report your rentals, for example), your rental program collapses. Be diligent with your paperwork (sending every week) and never hesitate to contact us for help.



# VIR POLICY REGARDING NON-STUDENT RENTERS

The Veritas Instrument Rental Program was designed to suit the needs of the beginning student enrolled in a school music program. However, there may be instances when non-students (neither enrolled in a school music program nor enrolled in private instruction at your store) will inquire about renting an instrument for their own use.

While we welcome the non-student who is interested in learning to play an instrument, we are not interested in renting an instrument to the working professional in need of a horn (to get them through the weekend gig while theirs is in the shop), for example. It's neither cost-effective for us nor fair to the student who might truly need that instrument in order to participate in school band.

With all things considered, our stated policy is such that a non-student may rent a VIR instrument for their own use when the following conditions are met:

- Coupons and/or introductory offers are reserved for students enrolled in a school music program and will not be extended to non-student renters
- A three-month minimum rental (paid in advance) will be required, regardless of instrument or group
- All other approval criteria must be satisfied (including Social Security number) without exception, as outlined in the Affiliate Manual

Please do not hesitate to contact us at 800-578-9724 if you have any questions, concerns, comments or immediate needs while working with your customers.

# ABOUT OUR INSTRUMENTS

Whether choosing from brand new, like-new or used, VIR instruments & mouthpieces will arrive at your store wrapped in plastic and will include our 3-Point Direct Inspection card signed by a Certified Repair Technician, an Inspector and a Final Prep Technician for quality control. More than just an impressive presentation, your customers are assured that previously rented instruments have been thoroughly cleaned, sanitized, repaired, adjusted and play tested. Basic accessories such as reeds, oil, grease, rosin, sticks and mallets are also included with instruments.

	<b>Quality Control Inspection</b>
Repair Technician: _____	
Inspector: _____	
Final Prep Technician: _____	
This instrument has passed our <b>3-Point Direct Inspection</b> . Please call 800-578-9724 with questions, compliments or concerns.	

VIR uses a color coding system to quickly determine whether the instrument is brand new, like-new, used or a loaner. Near the barcode label on each instrument case, a green dot will tell you that the instrument is like-new. A yellow dot suggests the instrument is starting to show its age and a red dot signifies a well-used instrument. When there is no designation, the instrument should be brand new (please visually inspect & verify).

Speaking of color codes, our barcode labels also come in different colors. Most of the instruments you'll encounter will have a solid green label. This indicates the instrument is a standard student-grade instrument. Orange labels are for upgrade instruments. Yellow is for upgraded mouthpieces and so on. Please refer to the following page for detailed examples & explanations.

Unlike many independent school music retailers, you will have access to a host of quality brand name band & orchestra instruments for the purpose of rental and/or resale. Veritas is proud to be an authorized dealer for Conn-Selmer, G. Leblanc, Gemeinhardt, Buffet and Jupiter Band Instruments. Brand names include Selmer, Bach, Ludwig, Musser, King, Conn, Artley, Armstrong, Benge, Hermann Beyer, Scherl & Roth, Holton, Vito, Gemeinhardt, Jupiter, Ross, Regent, Buffet, J. Keilwerth, Besson and more.

Note: Many brands carry restrictions regarding the rental & sale of NEW instruments. For a complete listing of which brands of new instruments YOU are authorized to stock, rent, sell and advertise, please contact our marketing department at 877-727-2798.

# INSTRUMENT CASE LABEL COLOR CODE SYSTEM

**Hand-Written Label (Maroon)**



**VIR** Instrument   
Serial #   
Model   
Make

Veritas Instrument Rental Incorporated  
If Found Please Call 1-800-578-9724  
[www.veritas-online.com](http://www.veritas-online.com)

**Well-Used Instrument Label (Red)**



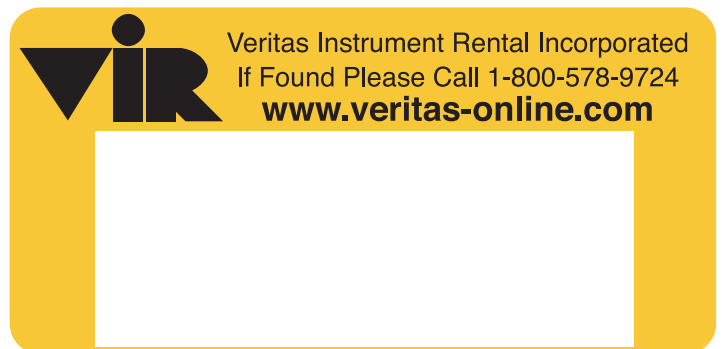
**VIR** Veritas Instrument Rental Incorporated  
If Found Please Call 1-800-578-9724  
[www.veritas-online.com](http://www.veritas-online.com)

**Upgrade Instrument Label (Orange)**



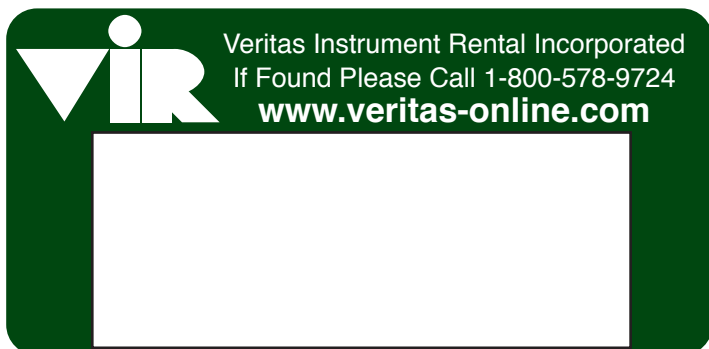
**VIR** Veritas Instrument Rental Incorporated  
If Found Please Call 1-800-578-9724  
[www.veritas-online.com](http://www.veritas-online.com)

**Upgraded Mouthpiece Label (Yellow)**



**VIR** Veritas Instrument Rental Incorporated  
If Found Please Call 1-800-578-9724  
[www.veritas-online.com](http://www.veritas-online.com)

**Standard Student Barcode Label (Green)**



**VIR** Veritas Instrument Rental Incorporated  
If Found Please Call 1-800-578-9724  
[www.veritas-online.com](http://www.veritas-online.com)

**VIR-Restored Label (Leaf Inset)**



**VIR** Veritas Instrument Rental Incorporated  
**Certified VIRGreen®**  
[www.virgreen.com](http://www.virgreen.com) If Found Please Call 1-800-578-9724


# THE MULTI-FORM

The Multi-Form is used when a customer returns the rented instrument & cancels their Instrument Rental Agreement, an instrument needs to be exchanged or when the Affiliate is purchasing an instrument from VIR. The following pages provide details regarding the policies & procedures for each of these transactions.

## Returns•

## Exchanges•

## Affiliate Purchases•

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Missing Items and/or Excessive Damage: <input style="width: 60%;" type="text"/>		<input type="checkbox"/> Invoice Customer <input type="checkbox"/> Invoice Affiliate											
Is a payment included today for rent due, damage or missing items? <small>Refer to replacement pricing on back of form for missing items</small>		<input type="checkbox"/> Yes <input type="checkbox"/> No    If Yes, amount paid \$ <input style="width: 20%;" type="text"/>											
<input type="checkbox"/> Check box if <b>Customer is Exchanging, Upgrading and/or Upsizing Instrument</b>		<small>*See reverse for number of applicable months or contact VIR at 800-578-9724.</small>											
<b>RETURNED Instrument</b> <table style="width: 100%; border: none;"> <tr> <td style="width: 50%;">Instrument <input style="width: 95%;" type="text"/></td> <td style="width: 50%;">Inventory ID <input style="width: 95%;" type="text"/></td> </tr> <tr> <td>Model Number <input style="width: 95%;" type="text"/></td> <td>Serial Number <input style="width: 95%;" type="text"/></td> </tr> </table>		Instrument <input style="width: 95%;" type="text"/>	Inventory ID <input style="width: 95%;" type="text"/>	Model Number <input style="width: 95%;" type="text"/>	Serial Number <input style="width: 95%;" type="text"/>	<b>TAKEN Instrument</b> <table style="width: 100%; border: none;"> <tr> <td style="width: 50%;">Instrument <input style="width: 95%;" type="text"/></td> <td style="width: 50%;">Inventory ID <input style="width: 95%;" type="text"/></td> </tr> <tr> <td>Model Number <input style="width: 95%;" type="text"/></td> <td>Serial Number <input style="width: 95%;" type="text"/></td> </tr> </table>		Instrument <input style="width: 95%;" type="text"/>	Inventory ID <input style="width: 95%;" type="text"/>	Model Number <input style="width: 95%;" type="text"/>	Serial Number <input style="width: 95%;" type="text"/>		
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*Number of Transferred Months <input style="width: 15%;" type="text"/>		Reason for Exchange <input style="width: 60%;" type="text"/>											
<input type="checkbox"/> Check box if <b>Affiliate is Purchasing Instrument from VIR</b>													
<b>RETURNED Instrument</b> <table style="width: 100%; border: none;"> <tr> <td style="width: 50%;">Instrument <input style="width: 95%;" type="text"/></td> <td style="width: 50%;">Inventory ID <input style="width: 95%;" type="text"/></td> </tr> <tr> <td>Model Number <input style="width: 95%;" type="text"/></td> <td>Serial Number <input style="width: 95%;" type="text"/></td> </tr> </table>		Instrument <input style="width: 95%;" type="text"/>	Inventory ID <input style="width: 95%;" type="text"/>	Model Number <input style="width: 95%;" type="text"/>	Serial Number <input style="width: 95%;" type="text"/>	<b>TAKEN Instrument</b> <table style="width: 100%; border: none;"> <tr> <td style="width: 50%;">Instrument <input style="width: 95%;" type="text"/></td> <td style="width: 50%;">Inventory ID <input style="width: 95%;" type="text"/></td> </tr> <tr> <td>Model Number <input style="width: 95%;" type="text"/></td> <td>Serial Number <input style="width: 95%;" type="text"/></td> </tr> </table>		Instrument <input style="width: 95%;" type="text"/>	Inventory ID <input style="width: 95%;" type="text"/>	Model Number <input style="width: 95%;" type="text"/>	Serial Number <input style="width: 95%;" type="text"/>		
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CC Number <input style="width: 30%;" type="text"/>		Expiration Date <input style="width: 10%;" type="text"/> / <input style="width: 10%;" type="text"/>											
Purchase Price \$ <input style="width: 20%;" type="text"/>		Purchase Code: <input style="width: 15%;" type="text"/>											
<small>Note: If paying by check, attach to form prior to mailing. Refer to Affiliate Manual or call for complete terms.</small>													
<b>See reverse for additional Terms and Conditions:</b> DO NOT SIGN this form until you have read and understand the Terms and Conditions on the reverse side or if there are any blank spaces within the section to be completed. You are entitled to an exact copy of the form you sign. Keep it to protect your legal rights. By signing below, you agree to be bound by all Terms and Conditions stated on the reverse side of this form.													
Renter's Signature: X _____		Today's Date: <input style="width: 10%;" type="text"/> / <input style="width: 10%;" type="text"/> / <input style="width: 10%;" type="text"/>											
VIR Affiliate Signature: X _____		Today's Date: <input style="width: 10%;" type="text"/> / <input style="width: 10%;" type="text"/> / <input style="width: 10%;" type="text"/>											

**QUICK TIP:** From a distance, Multi-Forms look similar to Instrument Rental Agreements. Keep them separated within your paperwork area to promote adequate quantities of each.



# INSTRUMENT RETURNS

A Multi-Form is required when a customer terminates their Rental Agreement and returns their instrument. Enter the information in the appropriate area of the form. Pay particular attention to the Serial Number (please obtain FROM THE INSTRUMENT). If the returned instrument does not match your records or the case sticker, please call Veritas immediately at 800-578-9724.

While Veritas handles all collections and delinquent accounts, we do provide a field on the Multi-Form for the collection of any outstanding payments. If a payment is made, please attach the check or money order to the signed original copy and forward to VIR. There is also an area where the customer may use a credit or debit card for payment.

Further, Veritas will pursue customers, as necessary, for missing items or excessive damage to the instrument. Many affiliates see this as an opportunity for exit sales. For example, you could show a customer the replacement pricing below (retail price) for missing items and offer to sell them one from your stock at a reduced price.

## Retail Pricing for Replacement of Missing Items as of March 2015 (Subject to Change)

<b>Clarinet</b>		<b>Snare Drum &amp; Bell Kit</b>		<b>Alto &amp; Tenor Saxophone</b>	
Vandoren B-45 Mouthpiece	\$175.00	Drum Sticks	\$20.00	Hite Alto Mouthpiece	\$40.00
Vandoren 5RVL Mouthpiece	\$180.00	Bell Mallets	\$20.00	Selmer C* Alto Mouthpiece	\$295.00
Hite Clarinet Mouthpiece	\$35.00	Drum/Bell Stand	\$90.00	AL3 Alto Mouthpiece	\$240.00
M13/M15 Clarinet Mouthpiece	\$180.00	Practice Pad	\$45.00	Selmer C* Tenor Mouthpiece	\$330.00
Rovner Ligature	\$40.00			Mouthpiece Cap & Ligature	\$10.00
Bonade Ligature	\$35.00			Bonade Ligature	\$55.00
<b>Trumpet•Trombone•French Horn</b>		<b>Flute &amp; Piccolo</b>		<b>Violin•Viola•Cello</b>	
Blessing 5C & 7C Trumpet MPC	\$45.00	Cleaning Rod	\$10.00	Violin Bow	\$45.00
Bach 3C & 5C Trumpet MPC	\$80.00			Viola Bow	\$45.00
Blessing 6 1/2 AL Tbone MPC	\$65.00			Cello Bow	\$55.00
Bach 5GL Tbone MPC	\$100.00			Chin Rest	\$30.00
Bach 6 1/2AL Tbone MPC	\$100.00				



# UPGRADES & EXCHANGES

A Multi-Form is also required any time a customer requests an exchange. For example, when exchanging a clarinet for another clarinet, a saxophone for a trumpet, or upgrading any student grade instrument to a step-up or intermediate model, you will need to document the transaction in the appropriate area of the Multi-Form.

Enter the appropriate information on the the form, as normal, while paying particular attention to the Value, Rent per Month and Serial Numbers. If the serial numbers do not match, contact Veritas immediately at 800-578-9724. Note any excessive damage and/or missing items so the renter can be billed for repairs and/or replacement parts. Regarding the Number of Transferred Months, please observe the following disclosure (found on the reverse side of the Multi-Form):

*“Renter understands and acknowledges that up to six (6) months of Base Rent paid for the rental of the returned instrument will apply toward the purchase of a different instrument. Up to eighteen (18) months rental credit is transferred when exchanging violins from smaller to larger sizes (upsizing). Between twelve and twenty-four (12-24) months of rental credit is transferable when upgrading to an intermediate instrument, depending on its value. In most cases, when upgrading or exchanging to an instrument of greater value, the Renter’s monthly payment and term will increase. Changes to the payment and term outlined on the reverse side of this form supersede those found on the original Instrument Rental Agreement. Otherwise, all other Terms and Conditions disclosed on the original Instrument Rental Agreement and/or any addendum disclosed by VIR since shall remain in full force.”*

To determine the Number of Transferred Months (or amount of applicable equity), please call us at 800-578-9724, as there are several factors that need consideration. Please note (and be careful of) the differences between your understanding of the words UPGRADE and UPSIZE. When a customer exchanges a 3/4 size violin for a 4/4, they are UPSIZING and should receive no more than 18 months of transferable equity. However, if a customer exchanges the same instrument for an intermediate model, they are UPGRADING and could qualify for up to 24 months, depending on the make and model of the upgrade.

As with all forms, it is imperative that the signed original copy is forwarded to Veritas in a timely fashion.



# INTERMEDIATE INSTRUMENTS

As rental accounts mature and the needs of the music student grow, you will receive inquiries regarding intermediate instruments. Often referred to as upgrades or step-ups, intermediate instruments are of a higher quality & playability than student models. They often boast more features and carry a higher retail values than the beginner models.

VIR offers a unique opportunity to parents whereas up to 30 months of rent credit may be transferred toward the rental/purchase of a new intermediate model instrument. Note: Applicable rent credit varies from instrument to instrument. Please call for details.

Why are upgrade exchanges so important? The Renter will often be paying almost twice the Base Rent as before. Further, they'll be extending their term by 24 months or more. This means more commission to you for a longer period of time. Of course, the obvious benefits include the student's sustained interest in music and your ability to meet their growing performance needs as a retailer.

For your reference, the chart below illustrates amended approximate rental rates for remaining balances (after the Renter's rent credit has been considered):

<b>Remaining Balance</b>	<b>Rental Rate</b>	<b>LDW</b>	<b>Total Plus Tax</b>
\$100-\$500	\$20.00	\$4.00	\$24.00
\$501-\$750	\$25.00	\$4.00	\$29.00
\$751-\$1000	\$30.00	\$5.00	\$35.00
\$1001-\$1250	\$35.00	\$5.00	\$40.00
\$1251-\$1500	\$46.00	\$6.00	\$52.00
\$1501-\$1750	\$52.00	\$6.00	\$58.00
\$1751-\$2000	\$65.00	\$7.00	\$72.00
\$2001-\$2250	\$70.00	\$7.00	\$77.00
\$2251-\$2500	\$75.00	\$8.00	\$83.00
\$2501-\$3000	\$85.00	\$10.00	\$95.00
\$3001-\$3500	\$100.00	\$10.00	\$110.00
\$3501-\$4000	\$110.00	\$12.00	\$122.00
\$4001-\$4500	\$125.00	\$15.00	\$140.00
\$4501-\$5000	\$140.00	\$15.00	\$155.00



# CUSTOMER & SCHOOL BID PURCHASES

## **When a Customer Wants to Purchase an Instrument**

There are two types of customer purchase scenarios: The first is when the customer has already been renting an instrument through our program and wants to purchase an instrument ahead of the term indicated on the Instrument Rental Agreement. This is an early-pay rental customer. In every circumstance, these customers should be referred to VIR Customer Service at 800-578-9724. Our staff will provide the customer with an accurate payoff amount (after factoring rent credit and any early-pay discount).

For Agreements in States designated as Rent-To-Rent (RTR), the renter may NOT purchase the instrument they are renting. Accumulated rent credit may be applied toward a different instrument. After rent credit is subtracted from the VIR retail value of the instrument to be purchased, any remaining balance must be paid in-full at that time. No refunds will be given for any excess rent credit.

The second purchase scenario will be the customer wanting to outright purchase an instrument (they are not active renters). If the customer is interested in an instrument we've provided your store as stock, simply call us with the Instrument ID Number and we will quote your net discounted cost (your cost). From there, you will add your profit and resell the instrument to the customer. If the desired instrument is not in your stock, call us to request a quote (please provide specific brands and/or model numbers).

## **When a School Wants to Purchase Product(s)**

Schools often invite retailers to bid on their instrument purchase and/or lease needs. Affiliates and/or participating schools must meet the following criteria & terms:

- Purchase orders must reflect the name VIR or Veritas Instrument Rental as the vendor and/or payee. Purchase orders with the affiliate's name listed as the payee will not be accepted.
- An amendment may be considered whereas the affiliate may be listed as the vendor & payee when ALL of the following conditions are met (no exceptions):
- Payment-in-full to Veritas within 60 days (from time of product delivery to school) whether the school has paid the affiliate or not.
- Affiliate is not in default of any missing inventory and/or invoices from Veritas beyond 60 days (or an approved plan of reconciliation has been executed). Those affiliates and/or schools who can not meet the criteria mentioned above should strongly consider the various leasing programs offered by many of our instrument manufacturers. Conn-Selmer and Jupiter both have outstanding programs that are much more profitable and hassle-free than school bid purchases. Contact us at 800-578-9724 for additional information.



# INSTRUMENT REPAIRS

When a rented instrument is in need of repair, there are three scenarios in regard to providing service:

## **In-House Service**

If you or your repair technician has been VIR-Certified to perform repairs, simply provide the service and reference the reimbursement schedule on the following pages when invoicing VIR. Note: Affiliates must be certified and approved by VIR to perform repairs. For more information regarding our certification process or the repair training sessions, contact our Service Center Coordinator toll free at 877-727-2798.

## **Local Outsourcing**

Repairs may be outsourced locally when you are unable to perform service in-house. However, as with our Affiliates, any technician working on our instruments must be certified by VIR. For more information, contact our Service Center Coordinator.

## **VIR Service**

If you're planning to ship repairs to Veritas, be sure to attach a completed repair tag to the handle of the instrument case (see next page). Repair tags and UPS Ground shipping labels are available at no cost to you.

When providing loaner instruments to **rental customers**, it is recommended that internal controls are put in place to avoid losses. You should always document the model & serial number of the loaner instrument on the repair tag. For your convenience, VIR Loaner Forms are available at [www.veritas-online.com](http://www.veritas-online.com) (Affiliate Resources).

Our Loss Damage Waiver plus Maintenance (LDW) Program is optional. However, a deposit of up to 50% of the instrument's Value will be required if a Renter does not elect LDW. Further, the Renter will be responsible for any damage beyond normal wear & tear when the instrument is returned. The Terms & Conditions of LDW are fully explained on the reverse side of the Instrument Rental Agreement.



# MANAGING INVENTORY

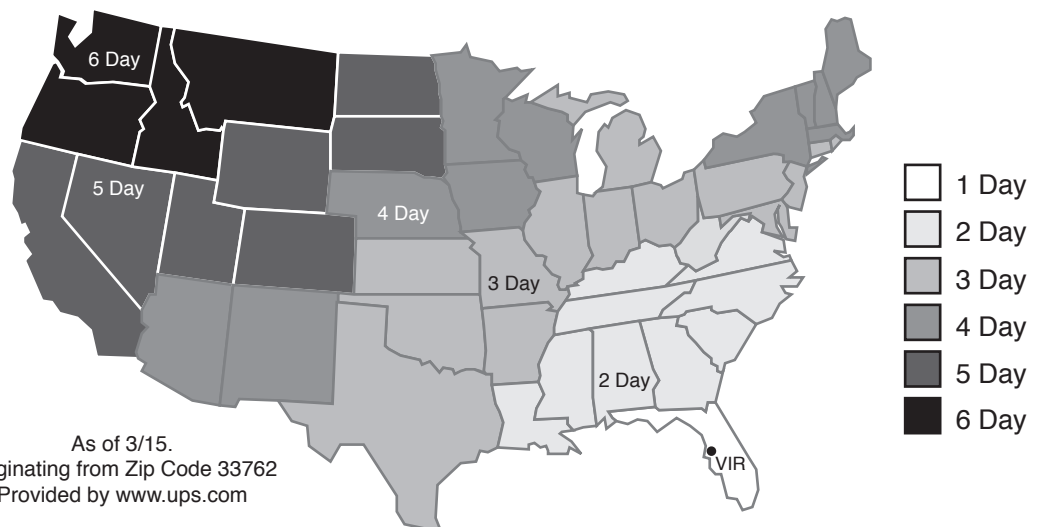
The success of this program will depend on your ability to effectively manage inventory and accurately forecast instrument needs. VIR offers a FileMaker© software solution free of charge (Mac & PC compatible) to help you keep up with your records, keep your inventory secure and know what's leaving your store.

Prior to the beginning of your rental season, you will be stocked with approximately 50%-75% of your anticipated rental volume. Instrumentation will include trumpets, flutes, trombones, clarinets, trombones, alto saxophones, percussion and violins/violas. Specialty instruments such as baritone saxophones, bass clarinets, cellos, 3/4 tubas and most upgrade instruments will be stocked at your store upon approval. As inventory is depleted, it will be necessary to reorder instruments. Additional stock is requested using our online order form at Affiliate Resources.

Periodically, you will be required to submit a complete listing of your stocked inventory. VIR will also conduct its own floor audit. Any missing instruments will be investigated. If a discrepancy can not be reconciled, you will be billed (or have deducted from your commission) for the missing items after the appropriate discount is applied.

When requesting additional inventory, several factors are taken into consideration before an approval is given. VIR will review your stocked inventory, the number of rental contracts already submitted and your anticipated rental volume. In the event an order request is declined, you will be contacted immediately to discuss the situation.

**QUICK TIP:**  
Factor transit time when ordering additional inventory and awaiting delivery.







# UNCOLLECTIBLE ACCOUNTS

It is only realistic to assume that some of your customers, for whatever reason, will fall behind on their monthly obligation (or even stop making payments altogether).

While Veritas implements a comprehensive in-house collection strategy, it is necessary to send the ugliest of uncollectible account situations to our collections department. The effectiveness of our staff allows Veritas to continue offering flexible credit approvals to your customers. The more money we collect (active or past due) the more your commission check is each month. The following in-house collection timeline has been outlined for your review and reference:

- First reminder phone call is placed at 10 days past due
- First late notice is mailed at 15 days past due
- Phone calls continue every 7-9 days
- Reminder letters continue on the 1st and 15th of each month

At 60 days past due (including rental returns with a balance due past 60 days), Veritas reports the renter's delinquency to all three major credit bureaus. Thus, it is **IMPERATIVE** that all paperwork forwarded from your business is complete, accurate and timely. The recourse on unjustified reporting can be costly for all of us.

At 90 days past due, the account is considered to be in serious delinquency. Our collections department automatically force charges two payments from the renter's credit card listed on their rental agreement (pursuant to terms). If unsuccessful, and at 120 days past due, two letters are sent per month demanding the account become current or the instrument be returned to Veritas. They are called once per week at home and at work. Nearest relatives are also called and emails are forwarded when a valid address is available. As a last effort to recover our property, Veritas will send a "Repo Box" or packaging via UPS with a final letter asking for the return of the instrument. UPS will make three attempts to pickup the package from the renter. Veritas also uses thorough skip-tracing measures to locate the renter's whereabouts.

As you can see, we not only exhaust every effort to bring accounts current, but we also give renter's numerous opportunities to reconcile their account. If you have questions and/or concerns regarding our collection policies & procedures, please contact us toll free at 800-578-9724.



# MARKETING AND PROMOTION

Each year, we contact the schools in your area in search of band & orchestra programs, teacher names and school start dates. The data is compiled & merged into a mailing list for the distribution of a welcome package. Sent to every school with a music program, the mailer contains a cover letter written on your behalf (customization available), rental brochures, a Music Educator Survey and the Educator Rewards brochure.

However, it is important that you not rely solely on our efforts. The school music market is relationship-driven. Thus, it is only natural for educators to gravitate (and direct parents) to a retailer who visits them, takes them to lunch now and then, offers to help with fundraising and simply takes the time to listen. Why so much focus on the educator? They are the gatekeepers to your customers. With a word, they can make or break your credibility. You need to be more than just the store that mails flyers when school starts.

Regarding your own advertising budget, your money should target the school music room. Parents of music students represent approximately 1/10th of 1% of the population. Thus, it is our opinion that television, radio and/or print advertising is a waste of time and money. Those same advertising dollars spent on a luncheon, a golf outing or any promotional materials (look for our co-op advertising opportunities such as 50/50 splits on music folders & calendars) will yield far greater success. Over the years, we've seen some creative marketing strategies used by other Affiliates. Read your Quick Notes, post & reply to our Affiliates-Only Facebook group, attend our training sessions, and communicate with our Marketing Department. We're here to help you succeed!

If you're not already engaging educators as a music retailer, you will be expected to knock on doors as a Veritas Affiliate. Use the school list to call and/or visit them. Follow up on the welcome package. Did they receive your flyers? Will they need more? Ask for the completed survey. This not only demonstrates your consideration of their preferences, but also helps you with your method book and accessory purchases. Offer your assistance with recruiting and the planning of a parent meeting.

Veritas provides a turnkey business complete with quality products, competitive rental rates and professional marketing at no cost. You might say we offer you with the fastest race car around. However, it's up to you to build it, get in it and race it past the finish line. Be proactive with this seasonal program. You'll find it to be well worth your time and effort when commission checks are arriving during the "dog days" of retail.



# ABOUT RENTAL MEETINGS

If rental meetings (also referred to as parent meetings, open houses and orientations) are hosted by the local music educators, your success with this program will depend on your participation. Much of your potential rental business from a school's program will be in one place at one time. Most likely, several other retailers will be in attendance, as well, to compete for these rentals. Do all that you can to secure an invitation.

When invited, be sure to ask the basics: Who else will be there? Are you expected to display & rent instruments at the meeting? Will the meeting be held in the music room, cafeteria or the auditorium? When is the meeting? You'll want to verify the date & time by calling the front office as a parent. Will you have an opportunity to speak directly to the parents at the meeting? If so, be prepared and practice your pitch until you have it memorized. Affiliate Rental Meeting Checklists are available online at Affiliate Resources.

Show educators your gratitude by offering to help before, during and after the meeting. Educators need assistance with recruiting & testing students, preparing printed materials, composing opening remarks or even moving tables & chairs.

Be sure to recruit plenty of help. Should you be short on staff, many high schools sponsor work programs for students. Otherwise, you'll want to seek the help of family and friends. The key is to properly train your meeting team. Practice completing Rental Agreements. At the meeting, position a helper at the door to greet parents and distribute your flyers (attach Agreements to them). Be ready for hand-to-hand sales combat when parents are released to speak with vendors. Faster helpers should be completing Agreements. Less timid helpers should be on the floor approaching parents, answering questions. and directing traffic to your table.

In the unfortunate event you're not invited (or not welcome) to attend the rental meeting, you may want to resort to more creative methods of getting through to your customers. One Affiliate captured nearly 90% of the rentals at one school by standing just off school property and handing out flyers to parents as they entered the parking lot. An attached cover letter explained the situation and offered a free music stand just for stopping by the store after the meeting. Don't give up easily. Seek ways around or through obstacles. You usually only get one shot at this per year. Make it count!

# MUSIC EDUCATOR SURVEY

## Music Educator Survey

Help your local music retailer help you by letting them know what your students need this year.  
Take a moment to complete the following survey and keep copies on hand for inquiring vendors.

School Name: \_\_\_\_\_ Teacher Name: \_\_\_\_\_  
School Phone: \_\_\_\_\_ Music Room EXT. or Number: \_\_\_\_\_  
Planning Period or Best Time to Call: \_\_\_\_\_

In addition to Flute, Clarinet, Trumpet, Trombone, Alto and Tenor Sax, Violin and/or Viola,  
will your students also need any of the following instruments? Please circle all that apply:

Snare Drum Kit	Bell Kit	Snare/Bell Combo	Baritone Horn	3/4 Tuba
Euphonium	Oboe	Bass Clarinet	Sgl French Horn	Dbl French Horn
Cello	String Bass			

Do you have any instrument brand preferences? \_\_\_\_\_  
\_\_\_\_\_

What band/orchestra method book will your students be using? \_\_\_\_\_  
Supplemental books: \_\_\_\_\_ Student purchase or school provided? \_\_\_\_\_

Do you recommend a music stand for home use? Yes \_\_\_ No \_\_\_

Do you require a music manuscript book? Yes \_\_\_ No \_\_\_

If yes, please specify size and style. \_\_\_\_\_

Do you recommend a metronome for home or school practice? Yes \_\_\_ No \_\_\_

If yes, please specify electronic or mechanical if there is a preference: \_\_\_\_\_

Do you recommend a maintenance kit? Yes \_\_\_ No \_\_\_

Please list any accessory recommendations for the following:

### Woodwinds (Reeds)

Reed Size: \_\_\_\_\_

Reed Brand: \_\_\_\_\_

Mpc Size: \_\_\_\_\_

Mpc Brand: \_\_\_\_\_

### Brass (Mouthpiece)

Trumpet: \_\_\_\_\_

Trombone: \_\_\_\_\_

Bari Sax: \_\_\_\_\_

Tuba: \_\_\_\_\_

### Percussion (Sticks/Mallets)

Stick Size: \_\_\_\_\_

Stick Brand: \_\_\_\_\_

Mallet Size: \_\_\_\_\_

Stick Bags: \_\_\_\_\_

Do you have a parent/rental meeting? Yes \_\_\_ No \_\_\_ If yes, may we attend? Yes \_\_\_ No \_\_\_

If yes, where and when? \_\_\_\_\_

Will parents rent instruments at the meeting? Or is this meeting informational-only? \_\_\_\_\_

Any other important information? \_\_\_\_\_

Will there be other vendors? Yes \_\_\_ No \_\_\_ If so, who? \_\_\_\_\_





# CONTACT INFORMATION

## Telephone & Facsimile:

Local Phone:	(727) 394-1653
Toll Free Phone:	(800) 578-9724
Local Fax:	(727) 541-6790
Toll Free Fax:	(800) 446-9317

## Mailing & Shipping Addresses:

Mailing Address	Instrument Repairs & Returns
VIR	VIR
10720 Park Blvd Suite F	3670 131st Ave N
Seminole FL 33772	Clearwater FL 33762

## Additional Contact Information:

Website:	<a href="http://www.veritas-online.com">http://www.veritas-online.com</a>
Email:	<a href="mailto:admin@veritas-online.com">admin@veritas-online.com</a>
Emergencies:	727-410-7535

## Hours of Operation:

Monday-Friday 8am-10pm  
Saturday 8am-3pm  
Eastern Standard Time  
Excluding Holidays



A complete company directory of Veritas Staff is available at our website.  
Go to [www.veritas-online.com](http://www.veritas-online.com) and click on Affiliate Resources



# AFFILIATE FAQs

## **What is my Affiliate Number?**

Assigned by Veritas, your Affiliate Number is \_\_\_\_\_.

## **What if a credit check is required during off hours and/or weekends?**

Inform the customer that a credit check is required but can not be performed until the following business day. Fax the completed Credit Report Permission Form to VIR.

## **What if a customer makes a payment at the store?**

Call Veritas immediately. We will need to put the customer's account on hold so they do not receive any collections notices. Forward the payment to Veritas in a timely fashion.

## **What if a customer wants to purchase an instrument outright?**

In this scenario, you need to view us as a vendor, not a rental program provider. Simply call Veritas with the instrument's Inventory ID Number. We will provide you with cost information so you can make the deal with your customer. Follow up with Veritas immediately after the sale so we can mark the instrument as sold (and no longer available for rent). Payment for sold instruments are Net 30.

## **How do I match or beat any advertised price (as stated on our flyer)?**

Verify the customer's claim of a lower price and/or introductory offer by asking for a copy of your competitor's advertisement and/or calling the competitor by telephone to compare. Note any changes made to your pricing in the Special Notes or Instructions area of the Instrument Rental Agreement. When possible, attach the competitor's advertisement to the agreement before mailing to Veritas.

## **How do I report my rental activity to Veritas? How do I get more stock?**

Log into Affiliate Resources at [www.veritas-online.com](http://www.veritas-online.com) (password protected area) and select **Affiliate Daily Reporting**. You are required to report your activity on a daily basis (no report necessary on days of inactivity). After your report has been submitted, go back to the Main Menu and select **Order Instruments & Supplies** to request additional inventory, flyers, forms, return shipping labels and other supplies.



# CUSTOMER FAQs

## **What is the Value of the instrument?**

The Value of new instruments is determined by the manufacturer as the suggested retail value. Previously rented instruments are valued based on the current new value less depreciation for age & condition.

## **When are my monthly payments due?**

The Date Due Each Month is located in the bottom-right hand corner of the Agreement. This is typically the same date of the month that the instrument was rented.

## **What are my payment options?**

If you did not enroll in our automatic debit program (AutoPay), VIR will issue & mail a payment coupon book & instructions for remitting payments (the payment address is also located at the bottom of the Agreement). You may also pay by phone & online by calling 800-578-9724 or visiting [www.veritas-online.com](http://www.veritas-online.com).

## **Can I bring payments to the store?**

VIR strongly discourages customers from making payments to an Affiliate. Rather, it is recommended you remit all payments to our PO BOX (or pay by phone or online) for faster and more reliable posting to your account.

## **Can I exchange the instrument?**

Yes. We recommend you consult your child's music educator before requesting an exchange. Afterward, bring the instrument to the store it was rented from or call us.

## **Can I return the instrument at any time?**

Yes. This is a month-to-month rental agreement with no minimum term and no further obligation (as long as the account is current). Please note: Refunds are not given for early termination on multi-month introductory offers.

## **What if the instrument is not playing properly?**

Bring it to the store that it was rented from. If service can not be provided immediately, a loaner instrument may be provided (when available).

## **What if the instrument is lost, stolen or damaged beyond repair?**

Notify Veritas Instrument Rental immediately for instructions.