



Wholesale Repair Reimbursement Schedule

For VIR-Certified Technicians Servicing Current M&R Customers.
To verify customer account status, please call 800-578-9724.

Dear Affiliate and/or Authorized Service Professional,

Thank you for your investment of time & effort into our certification process as well as your participation in a service arrangement we believe will be mutually beneficial & profitable. The ability to keep instrument repairs & recycling local greatly improves the quality of service to our customers. Thank you for your contribution.

The following pages itemize reimbursement fees for common repairs. Several factors are considered in our regular review & adjustment of this pricing including the national average of hourly shop rates as well as an internal review of the costs & productivity of our own service center. Moreover, VIR affiliates are asked to be mindful of our wholesale-to-wholesale relationship. In other words, while VIR extends deep discounting on instrument purchases, accessories and promotional items as well as significant marketing & advertising support, we assume the same consideration will be reciprocated when affiliates are servicing our instruments.

With all things considered, please know we do not expect our partners to work for a loss. In the event it is not economically feasible or in your best interest to work within our fee structure, simply plan to forward all repairs & returns back to VIR. We absorb all shipping costs (providing return shipping labels upon request) and getting instruments to and from VIR is readily simplified through a well-documented yet streamlined process. Transit times will vary between 1-5 days (UPS Ground). Our service center typically operates on a 48hr-72hr turnaround time (less parts order delays).

If you intend to repair & recycle instruments for VIR, it is understood that:

- Any single repair exceeding \$30.00 requires an approval code which is obtained by calling our Service Center Director at 877-727-2798.
- Repairs exceeding \$30.00 that do not have an approval code will be automatically adjusted to our national average standard (no exceptions) by our accounts payable personnel.
- Invoicing will be submitted using the VIR Reimbursement Form (see last page of this document) within 60 days of when the work was performed. Requests for reimbursement thereafter will not be accepted. Payments will be processed 30 days after work is approved.
- Unless otherwise approved and/or agreed upon by both parties in writing, the fees outlined on the following pages will be adhered to without exception. Any fees exceeding the documented amount will be automatically adjusted.
- IMPORTANT:** Sending invoices to any address other than what is printed on the reimbursement form will delay payment by as much as TWO WEEKS. Observe proper mailing procedures.

With best regards,

Veritas Instrument Rental Incorporated



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Instrument	Service Required	Labor Fee
Trumpet	Remove frozen slide	\$9.00
	Remove frozen tuning slide	\$9.00
	Free stuck valve	\$9.00
	Resolder brace	\$9.00
	Replace waterkey cork	\$2.75
	Replace waterkey spring	\$2.75
	Replace valve button	\$2.75
	Replace valve cap	\$2.75
	Replace slide ring	\$2.75
	Replace lyre screw	\$2.75
	Replace valve felt	\$2.75
	Replace valve spring	\$2.75
	Resolder bow knob	\$9.00
	Resolder broken joint	\$9.00
Trombone	Remove frozen bell/handslide connection joint	\$9.00
	Slide work (one dent)	\$9.00
	Clean & realign slide (including dent removal)	\$27.00
	Resolder slide lock	\$9.00
	Replace slide bumpers or corks	\$4.50
	Resolder brace	\$9.00
	Resolder broken joint	\$9.00
	Replace waterkey cork	\$2.75
	Replace waterkey spring	\$2.75
	Remove frozen tuning slide	\$9.00
	Replace slide bow rubber bumper tip	\$2.75
Drum Kit	Replace tension rod or lug	\$9.00
	Replace snare	\$9.00
	Replace muffler	\$9.00
	Replace snare strainer or tone control	\$9.00
Bell Kit	Replace broken screw and/or bushing	\$9.00
	Replace tone felt	\$15.00
	Repair & reglue broken frames	\$9.00
	Replace base plate	\$9.00
	Replace missing stand parts (screws & nuts)	\$2.75



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Instrument	Service Required	Labor Fee
Clarinet	Adjust & regulate key action (including bent keys)	\$9.00
	Replace joint cork	\$9.00
	Replace thumb rest	\$9.00
	Replace spring	\$4.00
	Replace key cork or felt	\$2.70 each
	Tighten a ring	\$4.50
	*Replace single pad	\$7.50
	Silver solder broken key	\$17.00
*Contact the VIR Service Center at 877-727-2798 for authorization if more than 4 pads are needed.		
Flute	Adjust and regulate key action (full adjust/bent keys)	\$17.00
	Adjust and regulate key action (minor adjust/bent keys)	\$9.00
	Refit head joint	\$9.00
	Refit foot joint	\$9.00
	Replace head cork	\$9.00
	Replace crown	\$2.75
	Replace key cork or felt	\$2.75 each
	*Replace single pad	\$7.50
	Replace spring	\$4.00
	Replace key washer, screw, or spud	\$2.75
	Replace pivot or adjustment screws	\$2.75
*Contact the VIR Service Center at 877-727-2798 for authorization if more than 4 pads are needed.		
Piccolo/Oboe	Adjust and regulate key action (piccolo)	\$17.00
	Adjust and regulate key action (oboe)	\$24.00
	*Replace single pad (no cork pads)	\$8.00
	Replace spring	\$4.00
	Replace head cork	\$9.00
	Replace crown	\$2.75
	Replace joint cork	\$9.00
	Replace key cork or felt	\$2.75
	Tighten oboe ring	\$4.00
	Replace pivot or adjustment screws	\$2.75
*Contact the VIR Service Center at 877-727-2798 for authorization if more than 4 pads are needed.		
Case Repair	Replace case hinge	\$9.00
	Replace case clasp or lock	\$9.00
	Replace case corner	\$9.00
	Replace case handle	\$9.00
	Reglue loose case lining	\$9.00
	Reglue broken wood case and clamp	\$9.00



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Instrument	Service Required	Labor Fee
Saxophones Alto & Tenor	Adjust and regulate key action (full adjust/bent keys)	\$24.00
	Adjust and regulate key action (minor adjust/bent keys)	\$9.00
	*Replace single pad	\$9.00
	Replace neck cork	\$9.00
	Resolder key guard/brace	\$9.00
	General resoldering	\$9.00
	Refit sax neck	\$9.00
	Replace key cork, felt, or bumper	\$2.75 each
	Replace spring	\$4.00
	Replace key roller	\$2.75
	Silver solder broken key	\$17.00
	Resolder post to body	\$9.00
	Replace pivot or adjustment screw	\$2.75
	Replace key pearl	\$2.75
	Replace neck tension, lyre screw, or key guard screw	\$2.75
	Resolder key guard flange	\$9.00

*Contact the VIR Service Center at 877-727-2798 for authorization if more than 4 pads are needed.

Violins/Violas	Replace fine tuners	\$9.00
	Replace chin rest	\$3.50
	Replace cracked tail piece	\$9.00
	Refit new bridge	\$17.00
	Reglue fingerboard	\$24.00
	Replace/Repair broken tuning pegs	\$9.00 each
	Reset sound post	\$9.00
Cello	Replace fine tuners	\$9.00
	Reset sound post	\$11.00
	Replace cracked tailpiece	\$11.00
	Refit new bridge	\$34.00
	Reglue fingerboard	\$34.00
	Replace/Repair broken pegs	\$11.00 each

