



Hill Music FAQ Lease Agreement and General Lease Information

Please read your Lease Agreement for specific terms. This FAQ is not a legal document; just useful information in an easily understandable format.

Q: What happens if my child does not want to play an instrument after I have started renting one?

A: The beauty of renting is that you can return the instrument to end the lease agreement.

Q: If I don't live in Casper, how do I get the instrument back to Hill Music?

A: There are different ways depending on your preference.

1. You can ship the instrument using a carrier that provides tracking, just in case the instrument does not reach its destination.
2. We can send UPS to you to have them pick up the instrument. Just box it so that it will ship securely. We will need a daytime address where you and the instrument will be.
3. You can drop it by the store if you are going to be in Casper.
4. If there is a Hill Music rental outlet in your town, you may return it there.

Q: Is there a Hill Music rental outlet in my town?

A: We have rental outlets in Torrington, Powell, Rock Springs, Laramie, Evanston and Chadron. Please contact Hill Music for the address of the one nearest you.

Q: Can I have my student leave the instrument with the school music teacher to be returned?

A: No. The school music teacher does not work for Hill Music, and should not be made responsible for the instrument. An instrument will not be considered returned until it has reached the Hill Music store in Casper or a Hill Music rental outlet.

Q: Should I return an instrument over the school summer break?

A: Once an instrument is returned, the terms of the agreement end.

- If your goal is to own the instrument, it is best to continue renting so that the rent to own monies will continue to accumulate.
- If you want to rent an instrument for your student's use, but are not interested in owning, returning in the summer months may be a good option for you.

Q: What if my child decides to play a different instrument?

A: You may trade the instrument you originally rented for a different student-line instrument for the same student while the lease agreement is active. The rent payment and rent-to-own value will be adjusted to the new instrument. The accumulated rent-to-own monies will be credited to the new rental.

Q: If my automatic payment date falls on a weekend or federal holiday, when will it be taken out of my account?

A: Automatic payments with dates that fall on a non-banking day will post to your account or card on the next available banking day.

Q: What happens if my payment check or electronic payment is returned?

A: We will contact your bank to determine if the funds are available and rerun the item. If the returned item is not paid, your account will be put into our collection process. Late fees will be assessed until payments are current.

Q: What happens if the card I use for my automatic payment declines?

A: We will move your unpaid rental into a wait queue and it will be run with the next payment batch. If it continues to decline, your account will be put into our collection process. Late fees will be assessed until payments are current.

Q: Will you call me if my rent isn't paid?

A: Calls are attempted, but the large volume is not always manageable. A call in these cases is not guaranteed. Please monitor your bank/card account and contact us if your payment has not been processed.

Q: What do I do if my child's rented instrument gets damaged?

A: As long as it is accidental damage, and you have purchased the Maintenance and Repair program, the Hill Music repair shop will fix the instrument at no additional charge. If it is beyond repair, we will replace it with an instrument of comparable value.

Q: What if my child's rented instrument is stolen?

A: If you have purchased the Maintenance and Repair program, and provide us with a copy of your police report showing the instrument as stolen, we will replace it.

Q: What if I did not purchase the Maintenance and Repair program?

A: All repair and replacement costs will be the responsibility of the person who signed the lease agreement.

Q: When does the Maintenance and Repair program end?

A: Once the Lease Agreement has ended: return of the instrument, payoff of the contract, or default of the lease.

Q: Who can repair my rental instrument?

A: Only a Hill Music approved repair technician should repair a Hill Music rental instrument. Repairs made by any others will not be covered by the Maintenance and Repair portion of your Lease Agreement, and may void the Maintenance and Repair portion of your Lease Agreement depending upon damage done. The cost of repairing damages done by a non-approved repair technician will be the responsibility of the person who signed the lease.

Q: What is the best place to store my student's instrument when it is not being played?

A: Instruments like to live where people do. Extreme temperatures are damaging to them. The best place for storage is in your house or your school's music room. **Please do not leave instruments in your car.**

Q: If my address changes should I notify Hill Music?

A: Yes. A current address is essential to our ability to reach you, especially in cases when something unexpected happens with your rental. Also, until it is paid off your rental instrument remains the property of Hill Music. It is part of the lease agreement that we will be informed of its location.