



SHIPPING & RETURN INSTRUCTIONS

To ensure you receive the proper credit due and the best repair service, please provide the following information with any item you send.

Name _____

Address _____

City _____

State _____ Zip _____

Home Phone _____

Work Phone _____

Cell Phone _____

E-mail _____

Credit Card No. _____

Exp. Date _____

Return Authorization No. _____ Invoice No. _____

Reason for sending (*attach additional sheet if necessary*):

- Please contact our shop to have your merchandise return approved and to receive a return authorization number. Please include the invoice number, and credit card number used if credit is due.
- All repair(s) must be pre-scheduled before mailing merchandise to our repair shop. Please inform us of any time constraints for repairs.
- Please use USPS, UPS or Federal Express to ship your package to our shop.
- All incoming rental exchanges and trade-in instruments must be received no later than 4 weeks from when we process the transaction. If it is not returned by this date, additional rent, fees and/or late charges will apply. These additional charges do not apply toward rental credit accumulation or trade in credit amount.
- Please see additional packing and shipping information on the other side of this card to ensure damage-free delivery to The Potter Violin Company.

SHIPPING

If damage does occur: keep the original shipping box, all packing materials received, and call The Potter Violin Company immediately.

Please Do Not Ship The Damaged Package Back to Us

After we have notified USPS, UPS or FedEx of the damaged package, an inspector will contact you to schedule an appointment to inspect the item.

Please direct any questions concerning packing and shipping to:

Shipping & Receiving Coordinator
The Potter Violin Company
4706 Highland Avenue • Bethesda, Maryland 20814

or contact us at:

301.652.7070 • 800.317.9452 toll free
301.652.8375 fax • mailus@pottersviolins.com
www.pottersviolins.com

PACKING

- Place soft foam or tissue in front of and behind the bridge for support. (Please do not put foam on top of the bridge. The instrument may crack if there is too much pressure on the bridge.) You may insert soft foam or tissue between the center strings on both sides of the bridge as shown below. For Violas/Violins or Cellos shipped in hard cases please use soft foam or a soft cloth to *fill in any gaps* between the instrument and the sides of the case to prevent any kind of movement.
- Before packing a cello for shipment to us, we request that you loosen the strings on the instrument sufficiently to allow removal of the bridge. Please place a soft material such as foam underneath the tailpiece, in order to prevent it from scratching the top of the cello during shipment. The bridge can be wrapped separately and placed in a secure spot inside the case. The instrument should then be put into the case, which must be shipped in a box filled with good quality packing material. If you have received a cello from us, please use the packing material, such as the grey bags, which you originally found in the box for return shipments.



VIOLIN/VIOLA PACKING



CELLO PACKING

- Please tightly wrap the case in bubble wrap material with at least a 2" layer on all sides. Place the bubble wrapped case inside the box. Add additional packing material around the case to fill all space between the case and the interior wall of the box. The case should be suspended inside the box on all sides.
- Reuse of gray foam bags. The foam bags are formed to the shape of the original instrument you received. To reuse them, additional soft cloths or tissues will be needed to fill open spaces to prevent shifting and possible damage.
- Full value shipping insurance is recommended on all cello shipments.
- For shipping bows, please loosen bow hair completely. Ensure top of bow is protected by foam provided inside bow case. Customers will be responsible for damage to bows that occur during shipment to our shop.



BOW PACKING