



ARTICLE

Can I exchange my instrument?

Yes! We offer options to exchange to another instrument.

Exchange for Band or Orchestral Instrument to a Different Instrument

If you are renting a band or orchestral instrument, you may exchange once at any time during the first 12 months, for a nominal exchange fee. 100% of the rental equity you have accrued will carry over to the next instrument when you exchange, and you may exchange to a different instrument, brand, model or instrument condition.

Stringed Instrument Size Change Exchange:

If you are renting a stringed instrument (viola, violin, cello), you are able to exchange to a larger size of the same instrument at any time and you are not limited to the 12-month exchange window. In addition, you will not incur the exchange fee when exchanging. 100% of the rental equity you have accrued will carry over to the next instrument when you exchange.

All exchanges have the following guidelines:

- Must be for same student
- Rental Terms and Policies of the original agreement apply to the exchanged instrument with exception of the instrument's cash price which could be different dependent on brand, model and condition.
- If exchanged instrument's cash price is different from original instrument, customer agrees to have their agreement amended with the exchanged instrument's cash price

Exchanges can be initiated online via your Parent Portal. Simply visit www.nemc.com and login to your parent account. Click the link to request an exchange on your current account and then follow the prompts to select the new instrument needed for your child. The exchanged instrument can be selected to be: delivered to school (if available from your local authorized dealer), shipped to your home (for your convenience or if not in stock at your local authorized dealer), or picked up at your local NEMC Authorized Dealer.

Exceptions:

There are some rental condition exceptions which exceed the standard 12-month limitation: clarinet to alto saxophone (24-month exchange window); alto saxophone to tenor saxophone

(24-month exchange window); and violin (any size) to a viola (any size) (24-month exchange window).

Please feel free to contact our customer service team by phone (800-526-4593, M-F 830am-500pm ET) or by email (rentals@nemc.com) if you have any questions or need advice.