

## New Policies from the Boosey & Hawkes Rental Library

Please note the following policy changes which take effect Jan. 1, 2013:

- **Rush Fee:** Please note that our rush fee is increasing to \$275.
- **Order preparation time:** We require ten-business days from the date of the receipt of **your signed contract to process all orders**. (This means that the earliest materials ship from our warehouse is on the eleventh business day after we receive your signed rental contract.) Materials needed to ship prior to 10 business days from Boosey's receipt of the contract will be subjected to a \$275 rush fee. Contracts returned late will result in materials **shipping later** than originally requested unless the customer specifically authorizes the charging of the rush fee. Please place your rental order at least three weeks in advance of when you would like to receive materials and return your signed rental contract to us within 24 hours in order to ensure timely and accurate fulfillment of your rental order.
- **Returns Policy:** All performance materials must be returned to our warehouse no later than two weeks following your final performance. Materials returned later than 2 weeks will incur a late fee of \$50 per week, up to a maximum of 6 weeks/\$300. If materials remain unreturned after 6 weeks, full replacement costs for the materials will be charged. If materials can be recovered after 6 weeks, the replacement costs will be credited in full, and replaced with the maximum late fee of \$300.

Please remember to insure all returns and ship by a traceable method. If your return is going to be late for any reason, please notify us in advance in writing. Please also bear in mind delivery time when returning material. B&H is not responsible for late receipt due to extended shipment times.

These changes are necessary in order for us to maintain the high level of customer service and quality of materials it is our aim to provide to every customer.

We encourage our customers to place their orders as far in advance of their concert as possible, once the programming decisions have been made. There is no penalty for cancelling an order prior to materials shipping. With planning, you need never pay any of these fees!

Please contact the Boosey & Hawkes Rental Department with any questions at:

[USRental@boosey.com](mailto:USRental@boosey.com)

(212) 358-5300, opt. 2

Elizabeth Blaufox

Manager, Boosey & Hawkes Rental Library