

SHIPPING YOUR BOW

Shipping a musical instrument requires a lot of care. If you need to send your bow to a violin shop or to us for its maintenance you must take great precautions. Following these guidelines will help protecting your instrument and not take much of your time.

- A- **Plan your shipment:** contact your bow maker or violin shop to schedule a date, making sure that somebody will be available to receive your bow upon arrival.

- B- **Before shipping, call your insurance company** and make sure that your bow will be safely insured for the shipping and the entire duration of the repair/rehair. Require a written statement of this coverage (e-mail, fax or mail). If such coverage is not included in your policy, your insurance company will usually have no problem to offer you a temporary coverage.
Also ask you insurance agent if you should accept or decline the shipping company's insurance (FedEx, UPS, etc.): different insurance companies have different policies.
Rolland Studio is not responsible for the shipment of bows.

- C- **Package the bow:**
Please visit <http://www.benoitrolland.com/docs/packaging.pdf> for packaging instructions.

- D- **Ship the bow overnight:**

1- Contact a major shipping company. FedEx has been reliable for us so far, but choose a carrier that you personally trust.

2- Write the label, making sure to indicate your own phone number and address.

Then, if you are sending to us, address the package to:

Benoît Rolland Studio
65 Winthrop Street
Charlestown, MA 02129, USA
Telephone: 1-617 241 0052
E-mail: br@benoitrolland.com

3- Check the box "Against adult signature".

4- Ship overnight only: a musical instrument should not stay long in transit or in warehouses. Ship only on business days, Monday to Thursday (a bow should not stay in a warehouse on week-ends).

5- Track your shipment.

THANK YOU FOR YOUR CARE.