

TRADE-BACK POLICY

We will gladly trade back an instrument (from the original customer to whom the instrument was sold) toward the purchase of another instrument owned by us which is of equal or higher value. The trade-back value is 100% of the purchase price minus any costs necessary to return that instrument to a sellable condition. For instruments with greater damage, we deduct for repair and also for devaluation. If the instrument was purchased by credit card, the trade-back value is 97% to account for the 3% credit card charge.

If the price of the new item exceeds the trade by less than \$400, there will be a \$50 deduction on the trade-back in order to compensate for our time of processing the exchange.

If the price of the new violin/viola is higher by \$1000 or more (cellos \$1,300 higher or more), than the original price of the trade back, we do not deduct for the following routine procedures:

- cleaning
- planing the fingerboard
- replacing the strings

Our cost for these procedures varies between \$90 and \$350 for violins/violas and between \$200 and \$600 for cellos. Again, these deductions are only necessary if the next instrument is not high enough in value that we can absorb the cost.

We always deduct from the value of traded instruments for cracks, scratches and other damage; in serious cases, devaluation is necessary. **Note:** excessive scratches take a great deal of time to retouch and can be costly. Please do your best to minimize the amount of scratches on your instrument, especially from the bow and shoulder rest. Please refer to our Care Guide at www.cauer.com

With bows, the trade-back value is 100% of the purchase price less necessary repair work and possible devaluation. The most frequent deductions are for a rehair, for a new thumb leather and for replacement of a broken tip. Because of costs for these repairs, it usually is not possible to trade back a bow valued at \$65 or less. Our trade-back policy may be changed at any time. Effective 5/1/2018.