



# OUR SERVICES

## TRY BEFORE YOU BUY

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Our on-approval process allows you to try our instruments, accessories, or print music prior to invoicing. This **2-week** evaluation time allows you the time and flexibility to assure our products meet your classroom needs.

## TIMELY REPAIR SERVICES

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From minor adjustments to a complete instrument overhaul, we have the expertise and experience to meet your classroom needs. To fully meet your needs, your participation is appreciated in completely documenting your requests on our easy-to-follow repair ticket. This allows us to communicate with the customer and complete the repair in a timely manner.

## LOANER INSTRUMENTS

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Never be without! When your instruments or your students' instruments are in for repair, we supply loaner instruments which allow for continuous performance. (Limited quantities of background/color instruments – ask your Road Representative)

## INSTRUMENT EVALUATION

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Our skilled repair technicians are available to perform an on-site assessment of the condition of your inventory pool, providing you with repair or replacement estimates.

## SCHOOL INSTRUMENT TRADE-IN PROGRAM

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Our trade-in program allows you to trade-in unwanted or seldom used instruments for credit towards instruments or accessories that are in current need.

## RECRUITMENT AND RETENTION MATERIALS

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### **Music Achievement Council**

“Guide for Recruitment & Retention,” “Tips for Success,” and “Bridging the Gap”

### **First Performance**

Get your beginners performing their first concert, utilizing the first 5 notes of their development. We recommend to schedule 6-8 weeks into their musical journey. All materials including posters, programs, announcer script, and music are provided free of charge.

### **Band/Orchestra Testing Materials**

We are your partner in recruitment. We provide experienced staff and materials in support of this crucial first stage in building your program.

### **Fine Arts Advocacy**

We are actively involved in the local, state, and national fine arts advocacy as members of the Iowa Alliance for Arts Education (IAAE), Americans for the Arts, National Association of Music Merchants (NAMM), National Association of School Music Dealers (NASMD), and Education Arts Partnership (EAP).

## FINANCING SERVICES

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We recognize that districts have individual billing requirements, so we offer many services to meet your school's needs. To help us keep your account in good standing, please process Purchase Orders in a timely manner.

### Purchase Orders

Communicate with your administrative office to request the appropriate purchase documents. A requisition should be requested upon inventory approval. Please forward this Purchase Order onto your Road Representative for timely invoice processing.

### Blanket Purchase Orders

Allows for annualized purchasing without repetitive standard purchase order process. Check with your administrators for availability of this option.

### Purchase Cards (P-Cards)

Many school districts are now allocating budgeted funds via P-Cards that function like a preloaded credit card. We can securely store your card number, use a voice authorization, OR you can call each time for P-Card use.

### Activity/Booster Funds

Separate accounts are established to track your non-school funded purchases.

### Leasing

Long term, convenient leasing options to allow your annual budget dollars to go further. Please ask your Road Representative for further details.

### Electronic Invoices/Statements

Upon request, we can electronically send your administrative office your invoices and monthly statements.

Ask us about  
the additional  
benefits of  
being an  
Exclusive West  
Music Partner!

## ACCESSIBILITY

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We're here when you need us!

### Email and Cell Phone

Ask your road representative for their direct email address and cell phone. Call or text!

**Band Director Hotline** 1-800-459-2263

### WEBSITES

**[westmusic.com](http://westmusic.com)**

**[percussionsource.com](http://percussionsource.com)**

Full service resource for the finest concert percussion instruments and accessories.

**[westmusic.com/mariachi](http://westmusic.com/mariachi)**

Dedicated to mariachi and Latin music with a concentration on music and education.

### Retail stores

5 convenient locations

Cedar Falls

Cedar Rapids

Coralville

Dubuque Service Center

Quad Cities

