



One Team, One Goal: Student Success

514 Glover Street
Marietta, GA 30060
Telephone: (770) 426-3300
www.cobbk12.org

April 13, 2022

Mr. Chris Williams
dba A2D Solutions, LLC
2034 Oakdale Drive
Valdosta, GA 31602

Dear Mr. Williams:

This is to advise you that your company has been awarded the following items from Cobb County School District **IFB B2212, Musical Instrument Repair/Service** as shown below.

This award is in accordance with the terms and conditions of the Invitation for Bid and with your pricing remaining firm from **May 1, 2022 through April 30, 2023** with an option to renew. This award letter is not an official order.

If you have any questions about this award, please contact **Debbie Mosher at 770-590-4522 or debbie.mosher@cobbk12.org**. The **Band and Orchestra Department** contact is **Christopher Ferrell, 770-426-3404**. We appreciate your interest and participation in the CCSD solicitation process.

Sincerely,

Barbara Bates, CPPB, NIGP-CPP
Director of Procurement Services

dgm

cc: Accounts Payable
Christopher Ferrell
Thomas Marshall
Mary Waymire
Kyle Matthews

BOARD OF EDUCATION

David Chastain, *Chair* • David Banks, *Vice Chair*
Randy Scamihorn • Jaha Howard • Leroy Tre' Hutchins • Charisse Davis • Brad Wheeler

SUPERINTENDENT

Chris Ragsdale

IFB 2212, Musical Instrument Repair/Service
Award Letter, Page 2
Christopher A. Williams dba A2D Solutions, LLC
Vendor-PO Mailing #:103218
Vendor Phone: 229-247-0806
Vendor Email: chris@a2dsolutions.org

Group 3 – Percussion Instruments		
#	Instrument Type	Hourly Labor Rate Range
1	Various Instruments	\$85.00 - \$125.00
Group 5 – Related Items		Discount/Fee Structure
1	Fee structure for additional, related items such as parts.	We give discounts on parts over \$250 and the discount varies from part to part. Percentage is based on the price - the higher the price, the more the percentage off. Prices, availability, and lead time are disclosed when the initial estimate is given.
2	Fee structure for additional, related services.	\$85-\$125/hour
3	Lead-time for pick-up of instrument to be repaired from repair request.	Lead time depends on part availability; Larger instruments that require full restorations can take up to 60 days. Repairs with parts backordered can take longer but will be disclosed at pick-up time.



One Team, One Goal: Student Success

514 Glover Street
Marietta, GA 30060
Telephone: (770) 426-3300
www.cobbk12.org

April 13, 2022

Mr. Matt Phillips
Atlanta Violins Inc
387 South Atlanta Street
Roswell, GA 30075

Dear Mr. Phillips:

This is to advise you that your company has been awarded the following items from Cobb County School District **IFB B2212, Musical Instrument Repair/Service** as shown on the attached page.

This award is in accordance with the terms and conditions of the Invitation for Bid and with your pricing remaining firm from **May 1, 2022 through April 30, 2023** with an option to renew. This award letter is not an official order.

If you have any questions about this award, please contact **Debbie Mosher at 770-590-4522 or debbie.mosher@cobbk12.org**. The **Band and Orchestra Department** contact is **Christopher Ferrell, 770-426-3404**. We appreciate your interest and participation in the CCSD solicitation process.

Sincerely,

Barbara Bates, CPPB, NIGP-CPP
Director of Procurement Services

dgm

cc: Accounts Payable
Christopher Ferrell
Thomas Marshall
Mary Waymire
Kyle Matthews

BOARD OF EDUCATION

David Chastain, *Chair* • David Banks, *Vice Chair*
Randy Scamihorn • Jaha Howard • Leroy Tre' Hutchins • Charisse Davis • Brad Wheeler

SUPERINTENDENT

Chris Ragsdale

IFB 2212, Musical Instrument Repair/Service

Award Letter, Page 2

Atlanta Violins Inc

Vendor-PO Mailing #:100773

Vendor Phone: 770-642-8111, ext. 2

Vendor Email: info@atlantaviolins.com

Group 4 – String Instruments		
#	Instrument Type	Hourly Labor Rate Range
1	Violin	\$40.00 - \$80.00
2	Viola	\$40.00 - \$80.00
3	Cello	\$40.00 - \$80.00
4	Bass	\$40.00 - \$80.00
Group 5 – Related Items		Discount/Fee Structure
1	Fee structure for additional, related items such as parts.	Repair parts billed at cost Accessories: 15% off retail
2	Fee structure for additional, related services.	\$40.00 - \$80.00 or CCSD may use school set rates
3	Lead-time for pick-up of instrument to be repaired from repair request.	No set lead time. Generally, 1-5 business days is sufficient. In most cases, we can pick up within 1-2 days.
NOTES		
Most repairs take 20-90 minutes.		



One Team, One Goal: Student Success

514 Glover Street
Marietta, GA 30060
Telephone: (770) 426-3300
www.cobbk12.org

April 13, 2022

Mr. James Harold Schmelzer
dba Big Note Music LLC
17 Rowland Springs Ct.
Cartersville, GA 30121

Dear Mr. Schmelzer:

This is to advise you that your company has been awarded the following items from Cobb County School District **IFB B2212, Musical Instrument Repair/Service** as shown on the attached page.

This award is in accordance with the terms and conditions of the Invitation for Bid and with your pricing remaining firm from **May 1, 2022 through April 30, 2023** with an option to renew. This award letter is not an official order.

If you have any questions about this award, please contact **Debbie Mosher at 770-590-4522 or debbie.mosher@cobbk12.org**. The **Band and Orchestra Department** contact is **Christopher Ferrell, 770-426-3404**. We appreciate your interest and participation in the CCSD solicitation process.

Sincerely,

Barbara Bates, CPPB, NIGP-CPP
Director of Procurement Services

dgm

cc: Accounts Payable
Christopher Ferrell
Thomas Marshall
Mary Waymire
Kyle Matthews

BOARD OF EDUCATION

David Chastain, *Chair* • David Banks, *Vice Chair*
Randy Scamihorn • Jaha Howard • Leroy Tre' Hutchins • Charisse Davis • Brad Wheeler

SUPERINTENDENT

Chris Ragsdale

IFB 2212, Musical Instrument Repair/Service
Award Letter, Page 2
James Harold Schmelzer dba Big Note Music LLC
Vendor-PO Mailing #:100875
Vendor Phone: 770-871-9258
Vendor Email: jimschmelzer@bignotemusic.com

Group 1 – Woodwind Instruments		
#	Instrument Type	Hourly Labor Rate Range
1	Bassoon	\$45.00 - \$130.00
2	Bass Clarinet	\$45.00 - \$130.00
3	Eb Clarinet	\$45.00 - \$80.00
4	Flute	\$45.00 - \$80.00
5	Oboe	\$45.00 - \$85.00
6	Piccolo	\$45.00 - \$85.00
7	Alto Saxophone	\$45.00 - \$85.00
8	Baritone Saxophone	\$45.00 - \$130.00
9	Tenor Saxophone	\$45.00 - \$130.00
Group 2 – Brass Instruments		
1	French Horn, Single	\$45.00 - \$85.00
2	French Horn, Double	\$45.00 - \$85.00
3	Euphonium	\$45.00 - \$85.00
4	Sousaphone	\$45.00 - \$130.00
5	Trombone	\$45.00 - \$80.00
6	Trumpet & Mellophone	\$45.00 - \$80.00
7	Tuba	\$45.00 - \$135.00
Group 3 – Percussion Instruments		
1	Various Instruments	\$45.00 - \$100.00
Group 4 – String Instruments		
1	Violin	\$45.00 - \$80.00
2	Viola	\$45.00 - \$80.00
3	Cello	\$45.00 - \$200.00
4	Bass	\$45.00 - \$300.00
Group 5 – Related Items		Discount/Fee Structure
1	Fee structure for additional, related items such as parts.	Parts 20% off MSRP
2	Fee structure for additional, related services.	Ultra Sconic Cleaning for Brass and Repad/Overhauls for Woodwind are available.



One Team, One Goal: Student Success

514 Glover Street
Marietta, GA 30060
Telephone: (770) 426-3300
www.cobbk12.org

April 13, 2022

Mr. William Smith
Bill Smith Music
2421 Shallowford Road, Suite 142
Marietta, GA 30066

Dear Mr. Smith:

This is to advise you that your company has been awarded the following items from Cobb County School District **IFB B2212, Musical Instrument Repair/Service** as shown on the attached page.

This award is in accordance with the terms and conditions of the Invitation for Bid and with your pricing remaining firm from **May 1, 2022 through April 30, 2023** with an option to renew. This award letter is not an official order.

If you have any questions about this award, please contact **Debbie Mosher at 770-590-4522 or debbie.mosher@cobbk12.org**. The **Band and Orchestra Department** contact is **Christopher Ferrell, 770-426-3404**. We appreciate your interest and participation in the CCSD solicitation process.

Sincerely,

Barbara Bates, CPPB, NIGP-CPP
Director of Procurement Services

dgm

cc: Accounts Payable
Christopher Ferrell
Thomas Marshall
Mary Waymire
Kyle Matthews

BOARD OF EDUCATION

David Chastain, *Chair* • David Banks, *Vice Chair*
Randy Scamihorn • Jaha Howard • Leroy Tre' Hutchins • Charisse Davis • Brad Wheeler

SUPERINTENDENT

Chris Ragsdale

IFB 2212, Musical Instrument Repair/Service

Award Letter, Page 2

Bill Smith Music

Vendor-PO Mailing #:102568

Vendor Phone: 412-953-7160

Vendor Email: billsmithmusic@yahoo.com

Group 1 – Woodwind Instruments		
#	Instrument Type	Hourly Labor Rate Range
1	Bassoon	\$120.00 @ .4 – 1.5 hours
2	Bass Clarinet	\$120.00 @ .4 – 1.5 hours
3	Eb Clarinet	\$120.00 @ .4 – 1.5 hours
4	Flute	\$120.00 @ .4 – 1.5 hours
5	Oboe	\$120.00 @ .4 – 1.5 hours
6	Piccolo	\$120.00 @ .4 – 1.5 hours
7	Alto Saxophone	\$120.00 @ .4 – 1.5 hours
8	Baritone Saxophone	\$120.00 @ .4 – 1.5 hours
9	Tenor Saxophone	\$120.00 @ .4 – 1.5 hours
Group 2 – Brass Instruments		
1	French Horn, Single	\$120.00 @ .4 – 1.5 hours
2	French Horn, Double	\$120.00 @ .4 – 1.5 hours
3	Euphonium	\$120.00 @ .4 – 1.5 hours
4	Sousaphone	\$120.00 @ .4 – 1.5 hours
5	Trombone	\$120.00 @ .4 – 1.5 hours
6	Trumpet & Mellophone	\$120.00 @ .4 – 1.5 hours
7	Tuba	\$120.00 @ .4 – 1.5 hours
Group 4 – String Instruments		
1	Violin	\$80.00 @ .5 – 5 hours
2	Viola	\$80.00 @ .5 – 5 hours
3	Cello	\$80.00 @ .5 – 5 hours
4	Bass	\$80.00 @ .5 – 5 hours
Group 5 – Related Items		
2	Fee structure for additional, related services.	\$120 per hour @ .3 – 2.5 hours
Notes		
All other repairs will be by estimate only.		



One Team, One Goal: Student Success

514 Glover Street
Marietta, GA 30060
Telephone: (770) 426-3300
www.cobbk12.org

April 13, 2022

Mr. Ying Zhuo
Mandarin Strings, Inc.
1735 Roswell Road
Marietta, GA 30062

Dear Mr. Zhuo:

This is to advise you that your company has been awarded the following items from Cobb County School District **IFB B2212, Musical Instrument Repair/Service** as shown on the attached page.

This award is in accordance with the terms and conditions of the Invitation for Bid and with your pricing remaining firm from **May 1, 2022 through April 30, 2023** with an option to renew. This award letter is not an official order.

If you have any questions about this award, please contact **Debbie Mosher at 770-590-4522 or debbie.mosher@cobbk12.org**. The **Band and Orchestra Department** contact is **Christopher Ferrell, 770-426-3404**. We appreciate your interest and participation in the CCSD solicitation process.

Sincerely,

Barbara Bates, CPPB, NIGP-CPP
Director of Procurement Services

dgm

cc: Accounts Payable
Christopher Ferrell
Thomas Marshall
Mary Waymire
Kyle Matthews

BOARD OF EDUCATION

David Chastain, *Chair* • David Banks, *Vice Chair*
Randy Scamihorn • Jaha Howard • Leroy Tre' Hutchins • Charisse Davis • Brad Wheeler

SUPERINTENDENT

Chris Ragsdale

IFB 2212, Musical Instrument Repair/Service

Award Letter, Page 2

Mandarin Strings, Inc.

Vendor-PO Mailing #:102284

Vendor Phone: 678-401-5059

Vendor Email: ying@mandarinstrings.com

Group 4 – String Instruments		
#	Instrument Type	Hourly Labor Rate Range
1	Violin	\$48.00 - \$70.00
2	Viola	\$48.00 - \$70.00
3	Cello	\$48.00 - \$70.00
4	Bass	\$48.00 - \$70.00
Group 5 – Related Items		Discount/Fee Structure
1	Fee structure for additional, related items such as parts.	All accessories are priced 25% to 50% below customary retail and guaranteed to be the lowest education price available from any source.
2	Fee structure for additional, related services.	Related services are priced the same as instrument repair.
NOTES		
There is no charge for quotations or for pick-up and delivery.		



One Team, One Goal: Student Success

514 Glover Street
Marietta, GA 30060
Telephone: (770) 426-3300
www.cobbk12.org

April 13, 2022

Ms. Katherine Burns
Guitar Center Stores Inc dba Music and Arts
5295 Westview Drive, Suite 300
Frederick, MD 21703

Dear Ms. Burns:

This is to advise you that your company has been awarded the following items from Cobb County School District **IFB B2212, Musical Instrument Repair/Service** as shown on the attached page.

This award is in accordance with the terms and conditions of the Invitation for Bid and with your pricing remaining firm from **May 1, 2022 through April 30, 2023** with an option to renew. This award letter is not an official order.

If you have any questions about this award, please contact **Debbie Mosher at 770-590-4522 or debbie.mosher@cobbk12.org**. The **Band and Orchestra Department** contact is **Christopher Ferrell, 770-426-3404**. We appreciate your interest and participation in the CCSD solicitation process.

Sincerely,

Barbara Bates, CPPB, NIGP-CPP
Director of Procurement Services

dgm

cc: Accounts Payable
Laura Hyde (Music & Arts)
Christopher Ferrell
Thomas Marshall
Mary Waymire
Kyle Matthews

BOARD OF EDUCATION

David Chastain, *Chair* • David Banks, *Vice Chair*
Randy Scamihorn • Jaha Howard • Leroy Tre' Hutchins • Charisse Davis • Brad Wheeler

SUPERINTENDENT

Chris Ragsdale

IFB 2212, Musical Instrument Repair/Service
Award Letter, Page 2
Guitar Center Stores Inc dba Music and Arts
Vendor-PO Mailing #:100554-7
Vendor Phone: 404-788-0614 (Laura Hyde)
Vendor Email: lhyde@musicarts.com

Group 1 – Woodwind Instruments		
#	Instrument Type	Hourly Labor Rate Range
1	Bassoon	\$52.50
2	Bass Clarinet	\$52.50
3	Eb Clarinet	\$52.50
4	Flute	\$52.50
5	Oboe	\$52.50
6	Piccolo	\$52.50
7	Alto Saxophone	\$52.50
8	Baritone Saxophone	\$52.50
9	Tenor Saxophone	\$52.50
Group 2 – Brass Instruments		
1	French Horn, Single	\$52.50
2	French Horn, Double	\$52.50
3	Euphonium	\$52.50
4	Sousaphone	\$52.50
5	Trombone	\$52.50
6	Trumpet & Mellophone	\$52.50
7	Tuba	\$52.50
Group 3 – Percussion Instruments		
1	Various Instruments	\$52.50
Group 4 – String Instruments		
1	Violin	\$52.50
2	Viola	\$52.50
3	Cello	\$52.50
4	Bass	\$52.50
Group 5 – Related Items		
		Discount/Fee Structure
1	Fee structure for additional, related items such as parts.	20% discount off of MSRP for parts
2	Fee structure for additional, related services.	\$52.50/hour
3	Lead-time for pick-up of instrument to be repaired from repair request.	3 days or less



One Team, One Goal: Student Success

514 Glover Street
Marietta, GA 30060
Telephone: (770) 426-3300
www.cobbk12.org

April 13, 2022

Mr. Kevin Bowen
North Georgia Horn Works, LLC
2905 Cherokee Street NW
Kennesaw, GA 30144

Dear Mr. Bowen:

This is to advise you that your company has been awarded the following items from Cobb County School District **IFB B2212, Musical Instrument Repair/Service** as shown on the attached page.

This award is in accordance with the terms and conditions of the Invitation for Bid and with your pricing remaining firm from **May 1, 2022 through April 30, 2023** with an option to renew. This award letter is not an official order.

If you have any questions about this award, please contact **Debbie Mosher at 770-590-4522 or debbie.mosher@cobbk12.org**. The **Band and Orchestra Department** contact is **Christopher Ferrell, 770-426-3404**. We appreciate your interest and participation in the CCSD solicitation process.

Sincerely,

Barbara Bates, CPPB, NIGP-CPP
Director of Procurement Services

dgm

cc: Accounts Payable
Christopher Ferrell
Thomas Marshall
Mary Waymire
Kyle Matthews

BOARD OF EDUCATION

David Chastain, *Chair* • David Banks, *Vice Chair*
Randy Scamihorn • Jaha Howard • Leroy Tre' Hutchins • Charisse Davis • Brad Wheeler

SUPERINTENDENT

Chris Ragsdale

IFB 2212, Musical Instrument Repair/Service

Award Letter, Page 2

North Georgia Horn Works, LLC

Vendor-PO Mailing #:100708

Vendor Phone: 678-324-7727

Vendor Email: kevin@ngahornworks.com

Group 1 – Woodwind Instruments		
#	Instrument Type	Hourly Labor Rate Range
1	Bassoon	\$100.00
2	Bass Clarinet	\$100.00
3	Eb Clarinet	\$100.00
4	Flute	\$100.00
5	Oboe	\$100.00
6	Piccolo	\$100.00
7	Alto Saxophone	\$100.00
8	Baritone Saxophone	\$100.00
9	Tenor Saxophone	\$100.00
Group 2 – Brass Instruments		
1	French Horn, Single	\$100.00
2	French Horn, Double	\$100.00
3	Euphonium	\$100.00
4	Sousaphone	\$100.00
5	Trombone	\$100.00
6	Trumpet & Mellophone	\$100.00
7	Tuba	\$100.00
Group 5 – Related Items		
		Discount/Fee Structure
1	Fee structure for additional, related items such as parts.	Parts Cost plus 20%
2	Fee structure for additional, related services.	\$100.00/hour
3	Lead-time for pick-up of instrument to be repaired from repair request.	24 hours



One Team, One Goal: Student Success

514 Glover Street
Marietta, GA 30060
Telephone: (770) 426-3300
www.cobbk12.org

April 13, 2022

Mr. Wallace Hambrick
Sachs Hambrick LLC dba Ronald Sachs Violins
3100 Roswell Road, Suite 117
Marietta, GA 30062

Dear Mr. Hambrick:

This is to advise you that your company has been awarded the following items from Cobb County School District **IFB B2212, Musical Instrument Repair/Service** as shown on the attached page.

This award is in accordance with the terms and conditions of the Invitation for Bid and with your pricing remaining firm from **May 1, 2022 through April 30, 2023** with an option to renew. This award letter is not an official order.

If you have any questions about this award, please contact **Debbie Mosher at 770-590-4522 or debbie.mosher@cobbk12.org**. The **Band and Orchestra Department** contact is **Christopher Ferrell, 770-426-3404**. We appreciate your interest and participation in the CCSD solicitation process.

Sincerely,

A handwritten signature in blue ink that reads 'Barbara Bates'.

Barbara Bates, CPPB, NIGP-CPP
Director of Procurement Services

dgm

cc: Accounts Payable
Christopher Ferrell
Thomas Marshall
Mary Waymire
Kyle Matthews

BOARD OF EDUCATION

David Chastain, *Chair* • David Banks, *Vice Chair*
Randy Scamihorn • Jaha Howard • Leroy Tre' Hutchins • Charisse Davis • Brad Wheeler

SUPERINTENDENT

Chris Ragsdale

IFB 2212, Musical Instrument Repair/Service
 Award Letter, Page 2
 Sachs Hambrick LLC dba Ronald Sachs Violins
 Vendor-PO Mailing #:104240
 Vendor Phone: 770-485-8814
 Vendor Email: cobb@ronaldsachs.com

Group 4 – String Instruments		
#	Instrument Type	Hourly Labor Rate Range
1	Violin	\$40.00 - \$65.00
2	Viola	\$40.00 - \$65.00
3	Cello	\$40.00 - \$65.00
4	Bass	\$40.00 - \$65.00
Group 5 – Related Items		Discount/Fee Structure
1	Fee structure for additional, related items such as parts.	Repair quotes are given as a flat rate, which includes parts and labor at a further discount. Any additional parts and/or accessories will be discounted by 20% below MSRP.
2	Fee structure for additional, related services.	Full restorations or repairs beyond the scope of general repairs may be quoted at luthier's normal rate of up to \$100/hour.
3	Lead-time for pick-up of instrument to be repaired from repair request.	1-2 Days



One Team, One Goal: Student Success

514 Glover Street
Marietta, GA 30060
Telephone: (770) 426-3300
www.cobbk12.org

April 13, 2022

Mr. Christopher R. Monroe
The Gift of Music Foundation Inc. dba The Gift of Music Foundation
2030 Powers Ferry Road SE, Suite 390
Atlanta, GA 30339

Dear Mr. Monroe:

This is to advise you that your company has been awarded the following items from Cobb County School District **IFB B2212, Musical Instrument Repair/Service** as shown on the attached page.

This award is in accordance with the terms and conditions of the Invitation for Bid and with your pricing remaining firm from **May 1, 2022 through April 30, 2023** with an option to renew. This award letter is not an official order.

If you have any questions about this award, please contact **Debbie Mosher at 770-590-4522 or debbie.mosher@cobbk12.org**. The **Band and Orchestra Department** contact is **Christopher Ferrell, 770-426-3404**. We appreciate your interest and participation in the CCSD solicitation process.

Sincerely,

Barbara Bates, CPPB, NIGP-CPP
Director of Procurement Services

dgm

cc: Accounts Payable
Christopher Ferrell
Thomas Marshall
Mary Waymire
Kyle Matthews

BOARD OF EDUCATION

David Chastain, *Chair* • David Banks, *Vice Chair*
Randy Scamihorn • Jaha Howard • Leroy Tre' Hutchins • Charisse Davis • Brad Wheeler

SUPERINTENDENT

Chris Ragsdale

IFB 2212, Musical Instrument Repair/Service

Award Letter, Page 2

The Gift of Music Foundation, Inc. dba The Gift of Music Foundation

Vendor-PO Mailing #:100196

Vendor Phone: 770-988-5090

Vendor Email: cmonroe@giftofmusic.org

Group 1 – Woodwind Instruments		
#	Instrument Type	Hourly Labor Rate Range
1	Bassoon	\$60.00 - \$95.00
2	Bass Clarinet	\$60.00 - \$95.00
3	Eb Clarinet	\$60.00 - \$95.00
4	Flute	\$60.00 - \$95.00
5	Oboe	\$60.00 - \$95.00
6	Piccolo	\$60.00 - \$95.00
7	Alto Saxophone	\$60.00 - \$95.00
8	Baritone Saxophone	\$60.00 - \$95.00
9	Tenor Saxophone	\$60.00 - \$95.00
Group 2 – Brass Instruments		
1	French Horn, Single	\$60.00 - \$95.00
2	French Horn, Double	\$60.00 - \$95.00
3	Euphonium	\$60.00 - \$95.00
4	Sousaphone	\$60.00 - \$95.00
5	Trombone	\$60.00 - \$95.00
6	Trumpet & Mellophone	\$60.00 - \$95.00
7	Tuba	\$60.00 - \$95.00
Group 3 – Percussion Instruments		
1	Various Instruments	\$60.00 - \$95.00
Group 4 – String Instruments		
1	Violin	\$50.00 - \$75.00
2	Viola	\$50.00 - \$75.00
3	Cello	\$50.00 - \$75.00
4	Bass	\$50.00 - \$75.00
Group 5 – Related Items		Discount/Fee Structure
1	Fee structure for additional, related items such as parts.	Parts cost plus 20%
2	Fee structure for additional, related services.	\$50.00 - \$95.00/hour
3	Lead-time for pick-up of instrument to be repaired from repair request.	Same day or 1 business day max
NOTES		
A detailed estimate is always provided and must be approved (per our policies and in compliance with Section 3.3 in “Repair Specifications”) prior to work commencing. Loaners are provided at no cost per our policies and in compliance with Section 3.9 in “Repair Specifications.” Pickup and Delivery is always at no cost. On-Site Work is always at no cost.		