

## THE PARTIES

### THE PARTIES AND THE DATE

Roland Rentals Agent  Agent Contact

Rental Agreement made on this  day of  month  year between ROLAND RENTALS, a division of Roland Corporation Australia ABN 33 001 359 002 (hereinafter called "RR") of the other part and ("the customer")  full name (hereinafter called "The Customer") of the other part WHEREBY IT IS AGREED that RR shall rent the Goods described below (hereinafter called "The Goods") at the monthly rate set out in the Schedule below and subject to the terms and conditions overleaf.

## THE RENTER

**NB. PLEASE COMPLETE ALL SECTIONS BELOW IN FULL.**

- I HAVE ATTACHED A PHOTOCOPY OF MY DRIVERS LICENCE OR PASSPORT  
 I HAVE ATTACHED PROOF OF MY CURRENT ADDRESS, IF NOT SHOWN ON MY PHOTO ID. (This document does not have to be in the renter's name.)

Title  Given Name  Surname

Street Address  Suburb  Postcode

Postal Address (if different from above)  Suburb  Postcode

Address where the piano will be located (if different from above)

Home Phone  Work Phone  Mobile

Email  I am over 18 years of age  I have been living at my present address for  yrs/months

Date of Birth  Drivers Licence No.  State of Issue  Expiry Date

I own my place of residence  I am renting If renting, phone number of landlord/agent

### CONTACT DETAILS OF TWO PERSONS WHO DO NOT RESIDE WITH YOU OR WITH EACH OTHER (We will only contact these people if we lose touch with you.)

1. Given Name  Surname  Email

Street Address  Suburb  Postcode

Home Phone  Work Phone  Mobile  Relation to you

2. Given Name  Surname  Email

Street Address  Suburb  Postcode

Home Phone  Work Phone  Mobile  Relation to you

### INFORMATION ABOUT SPOUSE/PARTNER

Given Name  Surname  Mobile

My spouse's  Source of income  Employer is  Occupation

Work Phone  Work Address

### INCOME DETAILS

My  Source of income  Self-Employed Business Name is  My Occupation is

Work Phone  Work Address

## THE INSTRUMENT

### RENTAL SCHEDULE

Description  Digital Piano, Stand, Bench, Accessories & Packaging Piano Model:

Piano Colour: Rosewood / Satin Black / Polished Ebony  
*(Please circle one if you are renting Studio, Maestro or Classic)*

## THE PAYMENTS

To obtain the figures required, please click "apply online," then proceed as far as 'monthly payments,' and copy the calculations shown onto this form. Alternatively please call 1300 65 67 65.

### YOUR INITIAL PAYMENT

**PAYMENT DETAILS**  
 I would like to submit my initial payment NOW by:

- a. Cheque (payable to Roland Rentals)  
 b. Money Order (NOT CASH)  
 c. Credit Card as per authority below.

### CALCULATION

**First Month's Rent**

**Delivery**

**Steps (\$1 per 2 steps)**

**Deposit (refundable)**

**TOTAL**

### YOUR MONTHLY PAYMENTS

**PAYMENT DETAILS**  
 Regardless of the actual day of the month that your contract begins, payments for all renters will be debited on the 15th day of each month, commencing the second month of your contract.

15/  / 20

**Monthly Rental**

Please charge my monthly payments to:

- a. The credit card details below OR  b. The Direct Debit details below

## THE PAYMENT AUTHORITY

Bankcard  Visa  Mastercard  Amex

Date:  Signature

Name (eg. John Smith)

Exp  Card No.

### CREDIT CARD

### DIRECT DEBIT

I/We request that the monies due in the terms of payment arrangements covered by this agreement be drawn under the Direct Debit System. My/our account details are:

Bank (name of financial institution)

Name of Account (eg. John Smith)

BSB  Account No.

I/We acknowledge that this Direct Debit agreement is governed by the terms of the Client Service/Agreement received from Roland Corporation Australia Pty Ltd Debit User ID 100156

Signature

## ACCEPTANCE OF TERMS

I desire to rent the Goods on the terms and conditions set out overleaf, which I have read carefully. I am over 18 years of age and declare to be correct my answers to the questions on your application form. I agree that RR may give to and seek from a credit reporting agency and another credit provider information in accordance with Clause 1 overleaf.

Signed by the customer

Approved for RR

Name of person approving

More than one signature may be required if the nominated bank account is a joint one.

Please submit this document. A copy will be returned to The Customer and to the Rental Agent.

## IMPORTANT INFORMATION

All original boxes and internal foam packaging must be retained in case of return

\* We deliver to most major capital cities and other selected areas. Pickup/Removal costs are charged separately, if and when required. Do not disassemble the goods. This is done by the carrier.

This is a RENTAL contract and not a HIRE PURCHASE, LAY BUY, LEASE, or PURCHASE PLAN agreement.

This Contract is for a minimum six months.

Delivery cost is charged in all cases for the Delivery and installation of Goods. Pickup cost is charged in all cases for the collection of Goods. Customer may not arrange own collection or return of Goods.

Deliveries or Pickups outside the metropolitan area will be charged at full commercial rates.

The renter is responsible for any loss or damage to the goods.

**IMPORTANT! Please remember to notify us right away of any changes to your address / telephone / direct debit details !**

## ROLAND REWARD POINTS

As a Roland Rentals customer, you are eligible to take advantage of The Roland Rental Rewards Scheme.

### How you earn Reward Points

When you make a rental payment, you automatically earn Reward Points. Every dollar you pay in rent and gst (but not stamp duty) in the first 36 months of your rental contract earns you 1 reward point.

### How you can redeem your reward points

Through the Rental Rewards Scheme, you can redeem your Reward Points by purchasing either the piano you are renting, or any model higher in the range of Roland Digital Pianos (including a selection of portable models.) You would redeem your Reward points by putting your rental rebate toward the recommended retail price of the piano you decide on (plus any delivery charges necessary). Any residual "payout figure" would then be finalised in one lump sum.

If you are thinking of redeeming your Roland Reward Points toward a higher model, call 1300 65 67 65 and request the latest full colour brochure, price list and your "points-earned" summary.

If you redeem your Roland Reward Points	Each of your points will hold a credit value of
In the first 12 months of your contract	\$1.00
After the first 12 months of your contract	\$0.80

### Please note:

- You can continue renting for as long as you like beyond your 36th month, but no reward points will be earned after your 36th month.
- The maximum redemption possible is 80c per reward point earned in the first 36 months of rental.
- Your Reward Points are valid as long you continue renting, and are void once you terminate your rental contract.
- By redeeming your reward points, you terminate your rental contract.

Example: If you rent the Studio model at \$59 (not inc. stamp duty) per month for 40 months, your Redemption Total will be calculated as follows, using the above information:

#### Step 1: Count the reward points you've accrued:

36 (months) x \$59 (rent & gst paid per month) = \$2124

Therefore you have 2124 points.

#### Step 2: Determine the Value of Your Reward Points:

2124 points x 80c each

Your Reward Points = \$1699.20

#### Step 3: Add the deposit, to obtain your Redemption Total:

\$1699.20 + \$59 (deposit)

**Redemption Total = \$1758.20**

In this example, the rent you have paid in your 37th, 38th, 39th & 40th months has not earned you any Reward Points, and will not contribute to your purchase (as per point (a.) above.) However because you are still renting, the reward points accrued in the first 36 months are still valid, and you can redeem them now or at any other time while your contract remains active.

## TERMS AND CONDITIONS

### Privacy Disclosure and Consent

1. Disclosure : You, the Customer, acknowledge that:

- We collect information about you in order to assess your application for credit and to service your Rental Agreement, if approved. We may also use this information for the purposes to which you consent, set out below.
- If you do not give all information requested, we may not be able to process your application or provide services to you.
- You may gain access to information we hold about you by contacting the Privacy Officer at Roland Rentals, a division of Roland Corporation Australia Pty Ltd, by phone on (02) 9982 8266 or by writing to The Privacy Officer, ROLAND REPLY PAID 18, DEE WHY NSW 2099.
- We have told you that we may disclose certain credit information about you to a credit reporting agency.

Consent: You, the Customer, agree that:

- We may exchange information about you with: \* any credit provider named in any credit report provided by a credit reporting agency; \* the Rental Agent, including information that we obtained from a credit reporting agency;
- We or (as applicable) the people or organisations described above, may use this information to: \* assess your application for this Rental Agreement or your suitability for any future agreement or offer of goods and services; \* better service your Rental Agreement or any agreement between you and any of them; \* offer additional or replacement products and services to you; \* collect amounts you owe any of them.
- We may also disclose information about you to organisations that provide services to us (such as computer systems consultants, mailing houses and advisers) to enable them to perform those services or those who do or consider investing in us or making this Rental Agreement with us, for those purposes.

### Monthly Payments Payable in Advance

- The Customer agrees to pay RR monthly payments at the rate provided in the Schedule overleaf, the initial payment to be paid on the Customer's signing of agreement being the date hereof, and subsequent monthly payments on the fifteenth (15th) day of each succeeding month (hereinafter called the "payment date") by way of direct debit from the Customer's bank account.

### Loss or Damage

- The Customer shall be responsible for any loss or damage of the Goods howsoever caused (whether by fire, theft, burglary, the Customer's own act or omission or otherwise) and, upon demand, to pay RR, in the case of loss the value of the Goods as assessed by the company or in case of damage such value or the cost of repairs whichever is the lesser amount.

### Property in the Goods

- The Goods shall remain the property of the RR. The Customer agrees not to sell, assign, sub-let or part with possession of the Goods or remove any accessories or parts therefrom. The Customer further agrees not to remove the Goods from the installation address shown in this agreement without the written permission of RR.

### Access to the Goods

- The Customer expressly permits RR, its servants or agents, to enter upon any premises where it believes the Goods are located or upon any premises occupied by the Customer for the purpose of repossessing, inspecting, repairing or making adjustments to the Goods or serving any notice of demand in relation to the Goods.

### Termination of Agreement (other than as a result of redemption of Reward Points)

- The Customer may terminate this agreement by giving one month's written notice expiring on a payment date. RR will arrange collection of the Goods and Customer will be charged a carrier fee. The Customer shall pay rentals up to and including the date of expiry of such notice. The Customer must rent for a minimum period of six (6) months prior to termination of this agreement. If customer elects to terminate the Contract before the expire of the minimum six month period, then RR will invoice the Customer for the balance of Rental payments for the 6 month term.

- RR may terminate this agreement in the event of a default at any time by giving the Customer one month's written notice and thereupon the Customer shall return the Goods in good condition to RR and will grant every facility for RR to recover possession of the Goods. In either case, the Customer shall bear the cost of returning the Goods to RR.

### Breach or Default

- a. If the Customer shall make default in payment of any monthly or other sum payable hereunder for seven (7) days after the same shall have become due or commit any breach of the provisions hereof then and in any such case RR without prejudice to its rights to recover payments overdue and/or monies due hereunder may without notice resume possession of the Goods.  
b. If the Customer terminates this agreement for any reason before expiration of the initial rental period RR may recover all arrears of rental payable to the date of termination plus any monies due hereunder together with a sum of six (6) months rental or the balance of the total amount payable to the expiration of the initial period of rental plus any monies due hereunder, whichever is the lesser amount.

### Refunds

- On return of the Goods to RR in good condition, fair wear and tear expected, and all accessories as listed in the owners manual complete, any balance of rentals paid by the Customer in advance shall be refunded after deducting from the amount thereof any sum which may be due to RR. If the Goods are returned in any other condition RR shall be entitled to recover the cost of any damage from the Customer.  
All original boxes and internal foam packaging must be returned in good condition.

### Change of Rentals

- RR reserves the right to vary the rental payments specified overleaf at any time to incorporate the introduction of, or changes in the rate of any Government duties, taxes or similar.

### Late Payment Fee

- The Customer further agrees to pay RR interest at the rate of 24% per annum calculated on a daily basis on any monthly rentals and any other monies which may from time to time be overdue.

### Assignment

- RR reserves the right at any time to assign the benefit of this agreement to any company or person whatsoever.

### Loss or Damage sustained by Customer

- If through using the Goods the Customer is injured or his/her property or business is damaged, RR shall not be liable. This provision does not, however, apply to any claim which the Customer may have under the Trade Practices Act, or under any other law of the Commonwealth or of a State or Territory which is for the protection of consumers.

### Exclusions

- Subject to the terms and conditions implied by the Trade Practices Act 1974 and by any other applicable statute or rule which implies terms and condition which cannot be excluded, and subject to any amendment hereof, this agreement contains all the conditions of the transactions between RR and the Customer, and no condition, warranty or representation not expressly included herein is or has been given by RR where permitted by law, and where liability may not otherwise be excluded, RR liability under this agreement (if any) is limited to repair of the Goods, the provision of replacement Goods, or the cost of repairing or replacing the Goods (RR option) and shall not extend in any manner whatsoever to any consequential damage.



## DIRECT DEBIT SERVICE AGREEMENT

### Our Commitment to you,

### Drawing Arrangements:

We will advise you, in writing, (please refer to the Rental Schedule) the details of the Rental Payment arrangements [amount; frequency; commencement date] prior to the first drawing. Where the due date falls on a non business day, we will draw the amount on the next business day. We will not change the amount or frequency of drawings arrangements without your prior approval. We reserve the right to cancel the Rental Payment drawing arrangements if three or more drawings are returned unpaid by your nominated Financial Institution. However, please be aware of your obligations as set out in point 2 of the terms and conditions of the Rental Contract. We will keep all information pertaining to your nominated account at the Financial Institution, private and confidential.]

### Your Rights:

You may terminate the Rental Payment drawing arrangements at any time by giving written notice to us or through your nominated financial institution. Such notice should be received by us at least 14 business days prior to the due date. An alternative payment method must be arranged prior to the due date as set out in the terms and conditions of the Rental Contract. Where you consider that a drawing has been initiated incorrectly [outside the Rental Payment Arrangements] you may take the matter up directly with us, or lodge a Direct Debit claim form through your nominated Financial Institution.

### Your commitment to us,

### Your Responsibilities:

It is your responsibility to ensure that sufficient funds are available in the nominated account to meet the drawing on its due date. It is your responsibility to ensure that the authorisation given to draw on the nominated account, is identical to the account signing instruction held at the Financial Institution where the account is based. It is your responsibility to advise us if the account nominated by you to receive the Rental Payment drawings is transferred or closed. It is your responsibility to arrange with us a suitable alternative payment method if the Rental Payment drawing arrangements are cancelled either by yourselves or the nominated Financial Institution.

Phone: 1300 65 67 65 for the cost of a local call within Australia. (excludes mobiles). Email: rentals@rolandcorp.com.au Fax: (02) 9981 1875  
Mail: Roland Rentals Reply Paid 18 DEE WHY NSW 2099 (no stamp required)