



# HOWARD CORE COMPANY

## CATALOG & RETAIL PRICE LIST

THIS CATALOG IS ALSO AVAILABLE IN ELECTRONIC FORMAT

[www.howardcore.com/ecatalog](http://www.howardcore.com/ecatalog)

*Please Contact Us For Dealer Pricing*











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# *table of contents*

Each section of this catalog is numbered separately (A1-A86, B1-B98, etc). We will update and add pages as necessary. Updates will be maintained on our e-catalog. This electronic version can be accessed at: <http://www.howardcore.com/ecatalog>

The table of contents below defines the overall catalog layout. There is also a table of contents at the beginning of each section.

Tab Color	Page #	Content
	ii	- <b><i>Table of Contents</i></b>
	iii	- <b><i>Contact Information</i></b>
	iv	- <b><i>Sales Team</i></b>
	v	- <b><i>Message From the Owner</i></b>
	vi - vii	- <b><i>Our Facility</i></b>
	viii	- <b><i>Quantity Discounts</i></b>
	ix	- <b><i>Shipping Transit Times</i></b>
	x	- <b><i>Return Policy &amp; Procedure</i></b>
	xi	- <b><i>Howard Core One Year Warranty</i></b>
	xii	- <b><i>Paperless; Backorder Policy</i></b>
	A1 - A112	- <b><i>Instruments</i></b>
	B1 - B116	- <b><i>Cases</i></b>
	C1 - C32	- <b><i>Bows</i></b>
	D1 - D84	- <b><i>Strings</i></b>
	E1 - E53	- <b><i>Accessories (rosin, shoulder rests, string adjusters, tuners, etc.)</i></b>
	F1 - F62	- <b><i>Instrument Fittings (bridges, chinrests, endpins, etc.)</i></b>
	G1 - G20	- <b><i>Wood &amp; Finishing Products</i></b>
	H1 - H36	- <b><i>Tools</i></b>
	I1 - I10	- <b><i>Books</i></b>
	J1 - J12	- <b><i>Bow Parts</i></b>





**Our Hours of Operation are  
8:00 AM - 6:00 PM Central Time  
Monday through Friday.**

**(800) 633-2302 Toll Free Order Line  
(877) 633-2302 Toll Free Order Fax  
(256) 238-8465 International Fax  
email orders: [sales@howardcore.com](mailto:sales@howardcore.com)  
email general inquiries: [info@howardcore.com](mailto:info@howardcore.com)  
[www.howardcore.com](http://www.howardcore.com)**

**Accounts Receivable contact info:  
[AR@howardcore.com](mailto:AR@howardcore.com)  
800.633.2302**

**Vendor contact info:  
[Purchasing@howardcore.com](mailto:Purchasing@howardcore.com)  
256.238.9966**

**HOWARD CORE COMPANY LLC WILL BE CLOSED ON THE FOLLOWING DATES:**

**2022**

Jan. 1  
Feb. 21 President's Day  
May 30 Memorial Day  
Jul. 4 Independence Day (Observed)  
Sep. 5 Labor Day  
Nov. 23-25 Founder's Day/Thanksgiving  
Dec. 26 - 31

**2023**

Jan. 1  
Feb. 20 President's Day  
May 29 Memorial Day  
Jul. 4 Independence Day (Observed)  
Sep. 4 Labor Day  
Nov. 22-24 Founder's Day/Thanksgiving  
Dec. 25 - 31





## Call your Customer Service Representative direct, toll-free!

Below is a listing of our Customer Service Representatives  
with their toll-free direct lines and email addresses:

**Hans Anderson**

877.633.0041 Toll-Free Direct  
Email: [hans@howardcore.com](mailto:hans@howardcore.com)

**Mathias Chaidez**

877.633.0037 Toll-Free Direct  
Email: [mathias@howardcore.com](mailto:mathias@howardcore.com)

**Dave Dalton**

877.633.1664 Toll-Free Direct  
Email: [daved@howardcore.com](mailto:daved@howardcore.com)

**Cindy Evans**

877.633.0039 Toll-Free Direct  
Email: [cindy@howardcore.com](mailto:cindy@howardcore.com)

**Tim Fisher**

877.633.0049 Toll-Free Direct  
Email: [tim@howardcore.com](mailto:tim@howardcore.com)

**Tessa Hayes**

877.633.9163 Toll-Free Direct  
Email: [tessa@howardcore.com](mailto:tessa@howardcore.com)

**Colin Hendrickson**

877.633.0035 Toll-Free Direct  
Email: [colin@howardcore.com](mailto:colin@howardcore.com)

**Julieanne Holman**

256.235.8212 Direct  
Email: [julianne@howardcore.com](mailto:julianne@howardcore.com)

**Renee Ringholz**

877.633.0036 Toll-Free Direct  
Email: [renee@howardcore.com](mailto:renee@howardcore.com)



Dear Valued Customers,

This is an exciting year for us at Howard Core Company as we celebrate our 40th anniversary in the musical wholesale industry. In honor of this milestone, we debuted a variety of new products in our new booth and reception room at the Winter NAMM show in Anaheim, California. We would like to thank everyone for stopping by and appreciating our new design, presence and products. We sincerely hope to host more of our loyal customers in all the years ahead!

As I consider what it means to celebrate 40 years in this timeless industry, I have an overwhelming sense of gratitude for all the people who have contributed to our success and longevity in this business. We have had the pleasure of working with many of our customers for each of the last 40 years since 1976 when Howard and Myrna founded Howard Core Company. This loyalty was earned through my father and mother's work ethic and principles to always go above and beyond expectations to best serve our customers.

Over the last 40 years we have not spent a lot of money on marketing because your word of mouth referrals and testimonials have always carried more weight than any ad campaign we could create. Thank you for sharing your positive experiences with others and giving us the opportunity time and time again to take care of you. Each member of our stable and growing team is constantly seeking ways to improve our service for you. We completely understand that our company would not exist without your success and loyalty.

Our HCC team has greater than 450 total years of working experience in our company. This includes Jane Blackerby and Tom Core who have been with this company from the beginning days. I have never been more proud of, and more confident in, the team we currently have in place. The founding principles of our company are still alive and thriving today. There truly is a contagious effect among us as each member of our team is constantly seeking ways to improve our service to you. I am extremely thankful that our company is full of such amazing and committed individuals.

In addition to our team here at Howard Core Company, I am grateful to our dedicated suppliers around the world who continue to deliver quality and consistency that we can all rely upon in this constantly evolving industry. We are continually working together to create new products to meet your evolving market's demands and help you succeed year after year.

There's a phrase that is often tossed around, "The only thing that's constant is change." While this seems true and Howard Core Company has certainly changed in many ways over the past four decades, I am grateful that our CORE values have remained constantly the same.

We will continue our dedication to ensure many more years of continued success together!

Cheers,



Alex Weidner



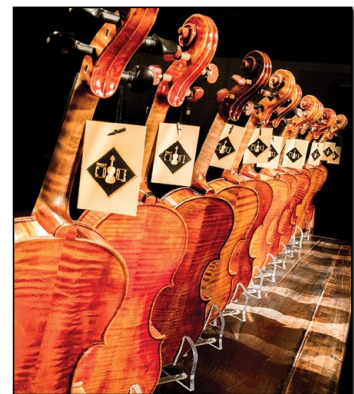


## **We welcome you to visit Howard Core Company in Anniston, Alabama.**

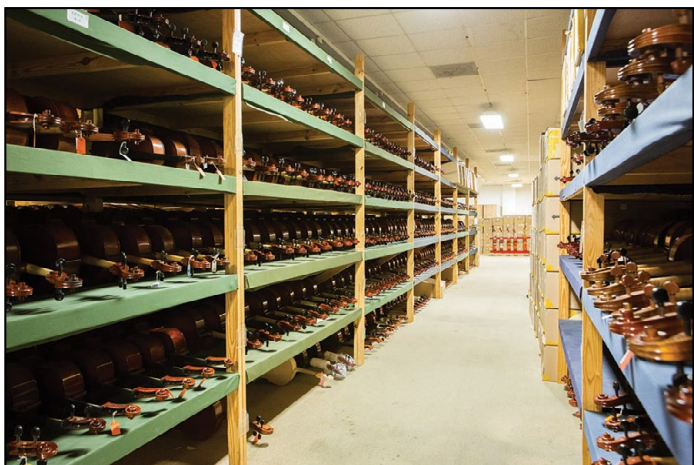
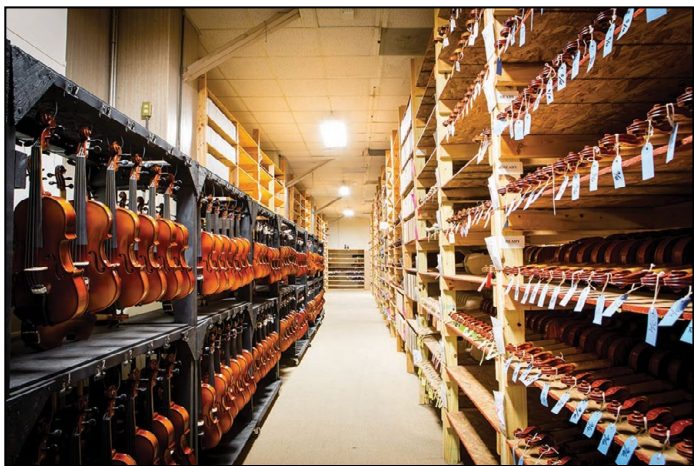
This is a great opportunity for you to personally hand-select instruments, bows, bridges, and countless other items from North America's largest inventory.



**We welcome you to visit** our showroom in Anniston, AL, conveniently located between Atlanta, GA and Birmingham, AL. Adjoining our warehouses, the showroom gives our wholesale customers an overview of the great variety of instruments, bows, and cases we offer.





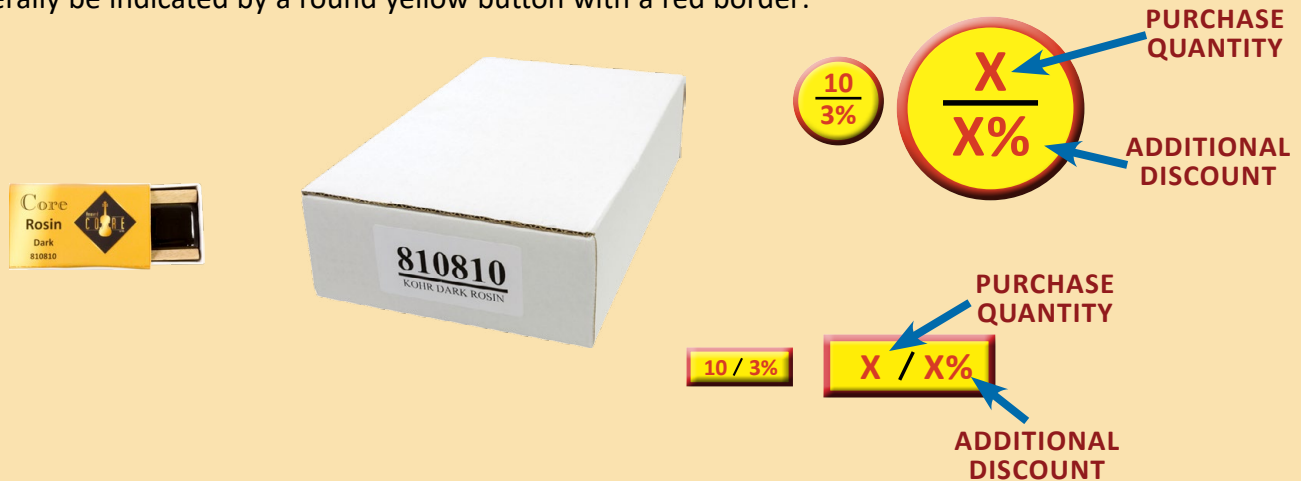


The multiple warehouses on the HCC campus contain the largest and widest inventory of orchestral string products in North America.  
We're ready for your order!



## PURCHASE IN QUANTITIES AND SAVE THREE WAYS!!

- 1. QUANTITY DISCOUNTS** - Throughout this catalog, you'll see symbols like the ones illustrated below indicating available discounts for purchasing in bulk quantities. These discounts will generally be indicated by a round yellow button with a red border:



- 2. MOTOR FREIGHT** - Not only will you enjoy the *extra discount* on the item price, you'll also *save money on shipping* costs! These savings can really start to add up when ordering large items, such as instruments and cases, that can be palletized and sent motor freight.



PALLET CHART

1 Pallet	=	60 violin outfits in CC397 or CC399 cases
1 Pallet	=	90 violin outfits in CC400 cases
1 Pallet	=	6 boxes of Bobelock violin cases (that's 48 - 60 cases)
1 Pallet	=	10 - 12 cellos
1 Pallet	=	2, 4, or 6 basses (we have three different pallet sizes)

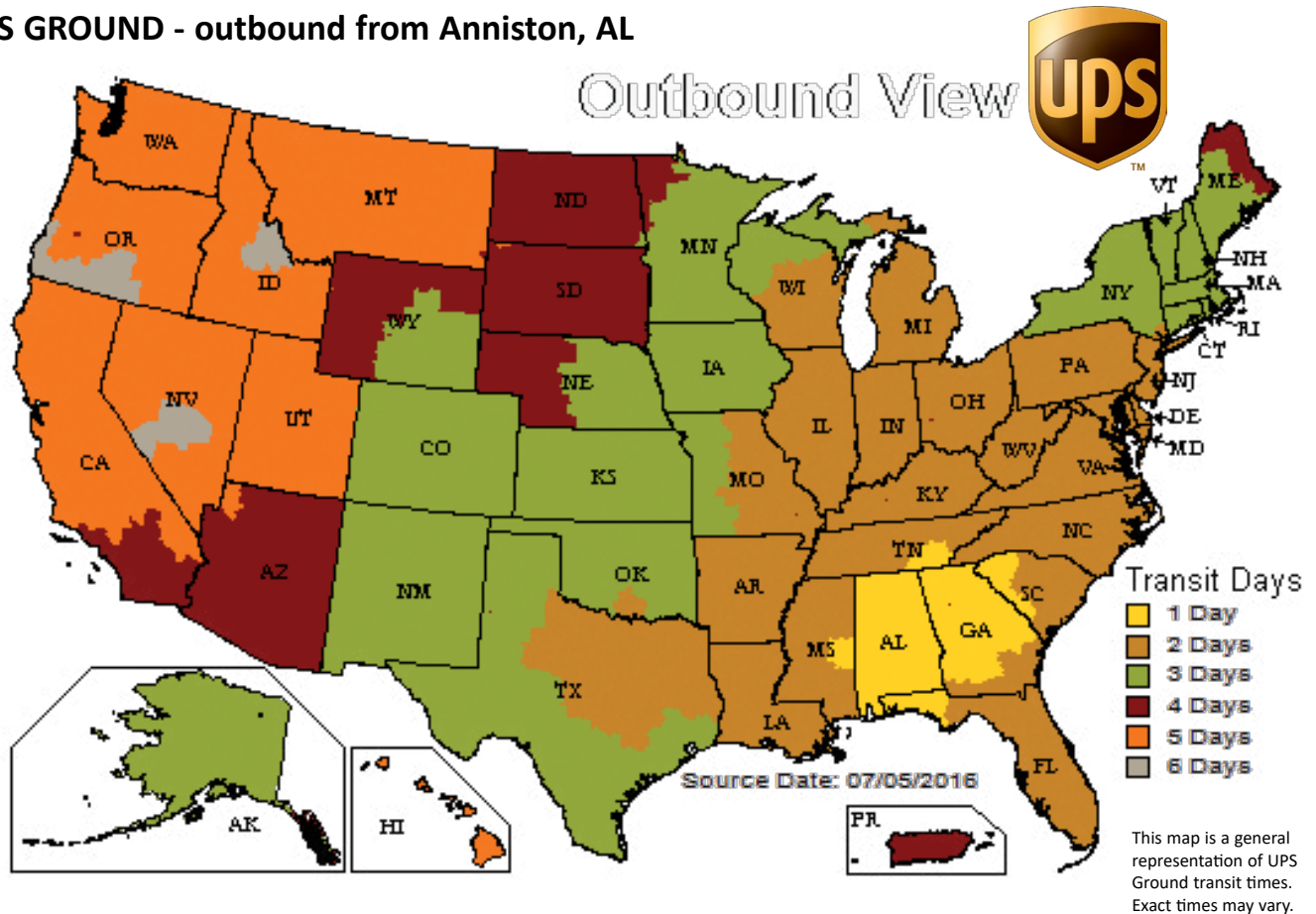
- 3. UPS HUNDREDWEIGHT SERVICE®** - Ideal for non-palletized, multiple-package shipments weighing between 100 - 500 lbs. Shipments in this weight range receive significant discounts. For example, we can ship 40 violin outfits to a location for \$77.00, whereas it would cost \$181.00 to ship only 30 outfits to the same location.

**Large items or small, you'll generally incur lower per item shipping costs when ordering in bulk!**

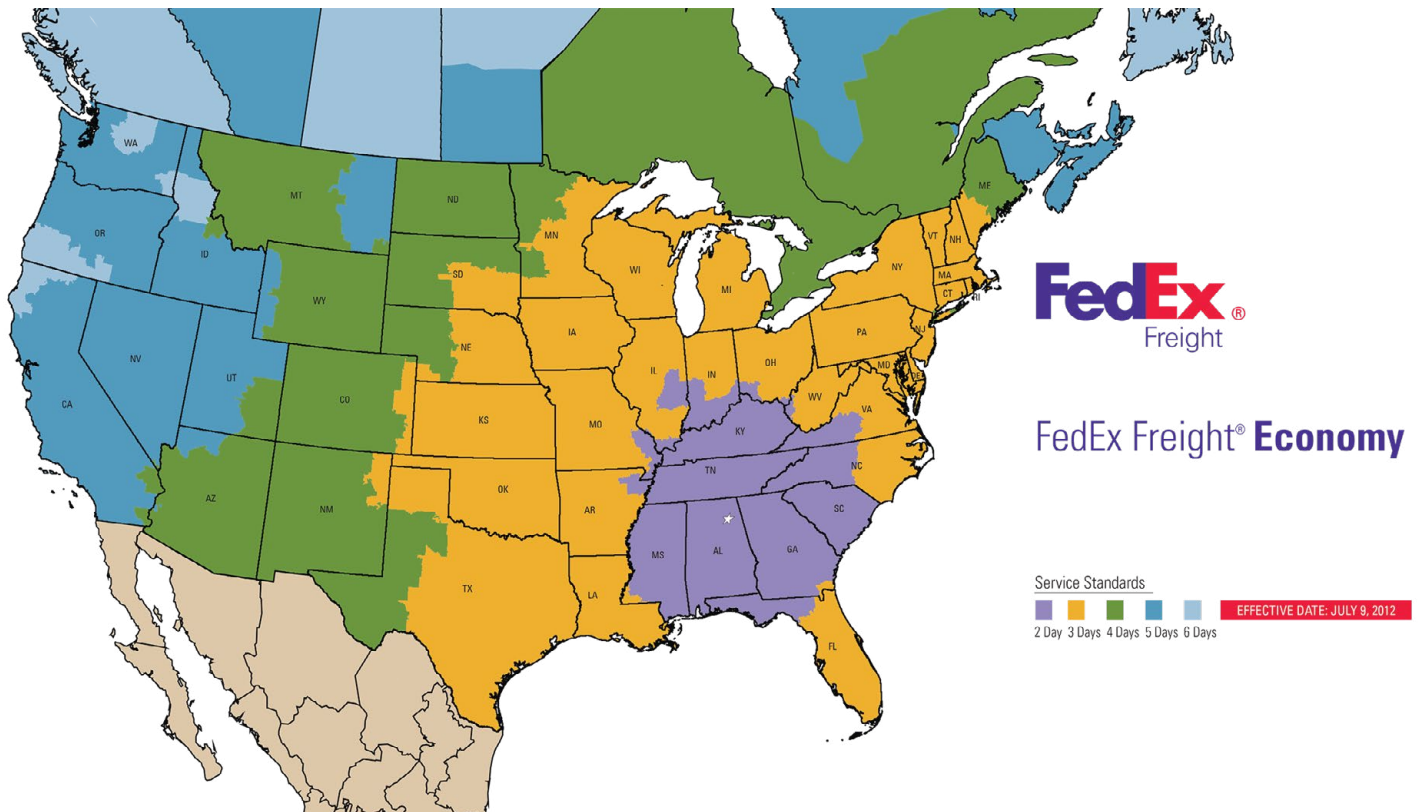




UPS GROUND - outbound from Anniston, AL



FEDEX FREIGHT ECONOMY SERVICE - outbound from Anniston, AL



## RETURN POLICY & PROCEDURE

We take pride in your satisfaction with our products and with our service. We thoroughly inspect the items in your order and very carefully pack your shipment; however, if there is an issue please follow these guidelines:

### INSPECT & REPORT WITHIN 2 DAYS

When you receive an order please inspect the package and its contents immediately. If there is a discrepancy, or a damaged or defective item, you must call us at 800-633-2302 within 2 business days of receipt. If a return becomes necessary you must follow the RETURN PROCEDURE below.

### DAMAGE

Shipments must be inspected while the driver is present. If you notice damage to a box, the damage must be noted with the delivery driver's records. Email us photos of the damaged box and product to help ensure a successful claim with the shipper. When you call to inform us of the problem, we will make arrangements at that time for your replacement or credit. Do not discard the box or packing material. All claims must be made within 2 business days of receipt of the order. We cannot be responsible for damage done by shipping. If a return becomes necessary, follow the RETURN PROCEDURE below.

### RETURN PROCEDURE

1. No returns will be accepted without our prior approval. Contact your sales representative at 800-633-2302 to obtain a Return Merchandise Authorization number (RMA#). We need to know what you are returning and the specific reason for the return in order to process a credit or exchange.
2. Fill out the Return Merchandise Authorization form (included in the shipment) in its entirety; this requires the RMA# we will provide you in step 1. You must include the following paperwork with the returned item(s):

- Copy of Packing Slip
- Return Merchandise Authorization form

IF WE RECEIVE A BOX WITHOUT THESE FORMS, YOUR CREDIT/EXCHANGE WILL BE DELAYED, AND A RE-STOCKING FEE MAY BE ASSESSED ON THOSE ITEMS.

3. Re-package the items safely and securely:

- Bows need to be clean, free of rosin, and hair loose.
- Instruments must be packed with protection under the tailpiece and around the bridge.
- All items must be in original packaging with item label/barcode.
- Include the copy of the Packing Slip and Return Merchandise Authorization form.
- Clearly label or mark the outside of box with your company name and RMA #.
- Insure the package for your net cost. Howard Core Company LLC will not be responsible for any return that is lost or damaged during transit.



### 30 DAY RETURN POLICY

We work hard to offer you the best quality products, but if you are dissatisfied with any of our products, you may return them within 30 days of purchase.

- You must follow the RETURN PROCEDURE listed above.
- All returned items must have been purchased from us, and returned to us in new condition.
- Examples of items that can NOT be returned: tools that have been used, books that clearly have been read and/or copied, bows or instruments that have been played extensively, and items held longer than 30 days.





## HOWARD CORE COMPANY ONE YEAR WARRANTY

Please read this in its entirety. The terms and conditions listed herein will govern all warranty claims for Howard Core Company instruments, cases and bows. These terms and conditions cover all instruments, bows and cases distributed by Howard Core Company. This document is the complete Howard Core Company warranty. There is no other or additional Howard Core Company warranty, express or implied. Specific terms and conditions apply to certain items, so please read this warranty in its entirety. Howard Core Company warrants its instruments, cases and bows to be free of defect in material and construction for a period of ONE YEAR from the date of purchase by an authorized dealer. Please see below for limitations and restrictions to this warranty. Howard Core Company will, at its option, repair or replace any item found to have been defective in materials or manufacture under the terms stated here. Howard Core Company shall be the sole arbiter of eligibility for warranty repair or replacement. Howard Core Company liability is limited to repair or replacement of defective items. **To be eligible for warranty coverage, the original purchaser (authorized dealer) of the item must make arrangements with Howard Core Company to return the defective item.** Oxford Indemnity Insurance Company will make all necessary arrangements with Howard Core Company for repair or replacement. Howard Core Company reserves the right to make changes to this warranty. The policies in place at the time of purchase will be honored.

### INSTRUMENTS:

The ONE YEAR warranty applies only to original purchaser of instrument and does not transfer at any time for any reason. Warranty does not cover strings, but does include bridge, pegs, chinrest, endpin/endbutton, tailpiece, and instrument body. Howard Core Company reserves the right to replace bridges, pegs, chinrests, endpins, and tailpieces with working like-kind if original part is out of stock. Damage caused by neglect, misuse or physical abuse of instrument is not covered. Please note that exposure to excessive heat, cold, dryness, or moisture is considered neglect. Warranty is void if there is any evidence of any repair or attempt at repair. Instrument adjustment is not covered by this warranty. Normal wear caused by normal use of items is not covered by this warranty. Please note that openings in instruments seams are common. The Howard Core Company warranty does not cover seam openings. To avoid seam openings or cracks caused by extremes or sudden changes in temperature or humidity, please protect your instrument by maintaining humidity level between 45% to 65% and do not expose instrument to temperatures outside of the 60-85 degree Fahrenheit range.

### BOWS:

The ONE YEAR warranty only applies to the original purchaser of bow and cannot be transferred at any time for any reason. Hair not covered by warranty, except for installation. Damage caused by neglect or misuse or physical abuse of bows is not covered. Damage caused by normal wear is not covered. Warranty is void if there is any evidence of any repair or attempt at repair of bow. Wooden bows react to changes in temperature and humidity. One common result of exposure to extremes of temperature or humidity is warping. Maintain a humidity level of 45%-65% and do not expose the bow to temperatures outside of the 60-85 degree Fahrenheit range. The Howard Core Company warranty does not cover bow warping. Please also note that bows left tight for long periods of time are likely to warp. To protect your bow from warping, always be sure to loosen it after playing and when storing it. The finish of these bows is not covered by the warranty.

### CASES:

The ONE YEAR warranty only applies to the original purchaser of the case and may not be transferred at any time for any reason. Damage caused by either normal wear, or by misuse, neglect or physical abuse is not covered. Warranty is void if there is any evidence of any repair or attempt at repair of case. Howard Core Company warranty responsibilities and liabilities are limited to repair or replacement of defective cases for one year from the date of purchase. Damage to instruments, bows or other personal property being stored or transported in a Howard Core Company case is not covered by this or any other Howard Core Company warranty.

Any instrument, case or bow damaged as a result of shipping is not covered by the Howard Core Company ONE YEAR warranty and is an issue to take up directly with delivery service.



**"OPT IN" for special perks:****HCC EMAIL ADVANTAGE**

- ✓ Email-only Promotions  
*Exclusive Access to Incredible Deals on New Arrivals & Limited Stock Items*
- ✓ Shipment Notifications with Tracking Info  
*Keep your customers in the loop with the most up-to-date ETA*
- ✓ Invoices and Statements --- Go Green!
  1. *Streamline your inventory and accounting systems, don't wait for the mail*
  2. *Help the environment by saving the resources and energy of mailing paper*



If you want to get the HCC EMAIL ADVANTAGE please email: [GoGreen@howardcore.com](mailto:GoGreen@howardcore.com) with the subject "Opt In"

**This catalog is intended to be for information only. It is not an offer to sell, nor an agreement or contract.**

**Howard Core Company is a wholesale and manufacturing company, selling to the trade only. If you are a teacher or player, please visit your local violin shop or music store as they depend on your patronage to stay in business. If your local programs are to survive and do well, local dealers are vital!**

**All prices shown are suggested and optional with dealer. Prices do not include shipping, handling, or insurance. All prices are F.O.B. Anniston, Alabama, unless otherwise specified.**

**Prices and specifications subject to change without notice. Do not quote firm prices without first calling us.**

**We are always obtaining new products as they become available. If you cannot find what you want in this catalog, please call.**

**We invite you to check our website [www.howardcore.com](http://www.howardcore.com) over the coming months as we continue to make improvements with updated photography, product descriptions, and new functionality. If there is something specifically that you would like to see improved, please let us know:**

**[info@howardcore.com](mailto:info@howardcore.com)**

**[www.howardcore.com](http://www.howardcore.com)**

If you are a dealer, and do not yet have access to our Dealers Only site, please contact us for further information!

Access to our Dealer Site requires proof of retailer status.

