

[REDACTED] Epstein

*Thanks Paul
for all your
work + concern*

June 30, 2009

Jo Beth Dellinger
Artist Pianos, Ltd
5780 Cell Drive
East Syracuse, NY 13057

Dear Jo Beth,

We wanted to pass along to you our extreme satisfaction with Paul Jennings and his associates at Artist Pianos, Ltd in Latham, NY. We purchased a pre-owned Yamaha from Paul. We bought the piano from Artist's piano because Paul made us feel confident that we would be very satisfied with our purchase and that the same commitment to quality products and customer service applied to purchases of both pre-owned and new pianos.

After Carl completed the first tuning of our piano, we noticed that some of the keys produced a buzzing sound. We contacted Carl and he promptly he came back for the second tuning, heard the sound and tried to fix the piano. Unfortunately, the fix did not work. Carl came back several more times. Each time he came he was prompt, courteous and patient. He spent many hours at our house trying to fix to the piano. He took apart the piano, tightened every screw and inspected every part. He explored fixes by speaking with his colleagues. Paul and Carl updated us throughout the process on the next steps, including who might be contacting us or coming to see the piano (e.g., tuner from Syracuse, piano restorer from the Saratoga area). They also assured us that there would be a solution that would result in our having a piano that produced the proper sounds.

After much effort from Paul and Carl, a decision was made that the piano could not be fixed. Paul contacted Yamaha and then phoned us to tell us that we would be receiving a brand new piano (identical model) to replace our pre-owned piano. The new piano was delivered a short time later and the pre-owned piano was taken away. Again, Paul kept updating us on the process and delivery timing.

Friends and family are amazed when we tell them this story. The commitment to quality and customer service that Paul had communicated during our initial purchase was proven true. We are constantly telling other families that the only place to buy a piano is from Paul and his associates at Artist's Piano in Latham.

Sincerely,

[REDACTED] Epstein

cc: Paul Jennings