

RECEIVED FEB 11 2009

YAMAHA PIANO SERVICEBONDSM ASSURANCE PROGRAM

Customer Comments

Dear Customer: Please answer each question. Your comments are important to us. Thank you.

MODEL NO. U1 PE	SERIAL NO. 6161180
DEALER NAME & ADDRESS SYRACUSE ARTIST PIANOS, LTD. 5780 CELI DR. East Syracuse NY 13057-2902	

Guerrette

Your Name _____
Latham NY

City _____ State _____
12110

Zip Code _____

How would you rate your new Yamaha piano in the following categories?
(check the appropriate box)

Tone	<input checked="" type="checkbox"/> Excellent	<input type="checkbox"/> Good	<input type="checkbox"/> Fair	<input type="checkbox"/> Poor
Touch	<input checked="" type="checkbox"/> Excellent	<input type="checkbox"/> Good	<input type="checkbox"/> Fair	<input type="checkbox"/> Poor
Beauty	<input checked="" type="checkbox"/> Excellent	<input type="checkbox"/> Good	<input type="checkbox"/> Fair	<input type="checkbox"/> Poor
Value	<input type="checkbox"/> Excellent	<input checked="" type="checkbox"/> Good	<input type="checkbox"/> Fair	<input type="checkbox"/> Poor
Overall Satisfaction	<input checked="" type="checkbox"/> Excellent	<input type="checkbox"/> Good	<input type="checkbox"/> Fair	<input type="checkbox"/> Poor

Which other brand did you most consider? Steinway

Which additional piano brands were considered? _____

How helpful was your Yamaha salesperson in answering your questions?
 Outstanding Very Good Satisfactory Fair Poor

Any additional comments? _____

Why did you choose a Yamaha piano?

Recommended:

<input type="checkbox"/> Teacher	<input type="checkbox"/> Piano Technician	<input type="checkbox"/> Relative	<input type="checkbox"/> Friend
<input checked="" type="checkbox"/> Professional Musician/Artist	<input checked="" type="checkbox"/> Salesperson	<input type="checkbox"/> Other _____	

Other Factors:

<input checked="" type="checkbox"/> Tone	<input type="checkbox"/> Value	<input type="checkbox"/> Saw at concert or other event
<input checked="" type="checkbox"/> Touch	<input type="checkbox"/> Dealer Service	<input checked="" type="checkbox"/> Famous person plays it
<input checked="" type="checkbox"/> Reputation	<input type="checkbox"/> Overall Quality	<input type="checkbox"/> Used at school
<input type="checkbox"/> Past Experience	<input checked="" type="checkbox"/> Beauty	<input checked="" type="checkbox"/> Yamaha Warranty/Assurance Servicebond
<input type="checkbox"/> Other _____		

If you purchased a Disklavier® piano: Where did you first learn about the Disklavier®?

In a dealer's store Saw in a display (not in the dealer's store) Internet/World Wide Web Advertising: Magazine Newspaper Radio TV CD Rom Other _____

What was your initial impression of your new Yamaha piano? _____

(If you need more space, use the back of this form)