

YAMAHA PIANO SERVICEBONDSM ASSURANCE PROGRAM

Customer Comments

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

MODEL NO. DC2B PE	SERIAL NO. 6223881
DEALER NAME & ADDRESS SYRACUSE ARTIST PIANOS, LTD. 5780 CELI DR. East Syracuse NY 13057-2902	

 Fecteau
 Your Name
Saratoga Springs NY
 City State
12866
 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 checked="" type="checkbox"/> Excellent	<input 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? Sternway
 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:
 Teacher Piano Technician Relative Friend
 Professional Musician/Artist Salesperson Other _____

Other Factors:
 Tone Value Saw at concert or other event
 Touch Dealer Service Famous person plays it
 Reputation Overall Quality Used at school
 Past Experience Beauty Yamaha Warranty/Assurance Servicebond
 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 Relative

What was your initial impression of your new Yamaha piano? outstanding instrument!