

June 6, 2011

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

Dear Jo Beth,

What an exceptional buying experience our family had at the Artist Pianos store in Latham, NY. Paul Jennings and Douglas Melanson really went out of their way to ensure that we were buying the right piano for our family with complete satisfaction.

Our 9 year old son JT had been playing on a digital Yamaha Clavinova piano for 4 years. His skill had been growing rapidly and it was time for him to get the feel of an acoustic piano. After visiting many other stores in a quest for the right piano at the right price, our last stop was Artist Pianos. Paul and Doug displayed exceptional knowledge of many pianos and their customer service was very professional and superb. Some would say that the particular sound and feel we were looking for in a piano was rather challenging to meet but, Paul and Doug saw the importance in spending the extra time to provide all the information we needed to make the best decision.

JT loves to play his new Yamaha acoustic piano. It has improved his hand positions and refined his techniques. What a great addition to our home.

We want to thank Paul and Douglas for understanding our needs and making our experience in purchasing a piano so exciting and gratifying. We will highly recommend Artist Pianos to anyone interested in buying a piano.

Sincerely,

Lydia Sterle

Cc:

Paul Jennings

Douglas Melanson