

**YAMAHA PIANO SERVICEBOND<sup>SM</sup> ASSURANCE PROGRAM**

**Customer Comments**

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

MODEL NO. P22SE	SERIAL NO. H0030721
DEALER NAME & ADDRESS SYRACUSE ARTIST PIANOS, LTD. 5780 CELI DR. East Syracuse NY 13057-2902	

Margaretville Csd  
 Your Name \_\_\_\_\_  
 Margaretville NY  
 City State  
 12455  
 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? \_\_\_\_\_

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 \_\_\_\_\_

What was your initial impression of your new Yamaha piano? A beautiful instrument!  
Most importantly, the tone is rich and to my taste as is  
the touch.