

# THE 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. P22 BAO	SERIAL NO. 239210
DEALER NAME & ADDRESS Syracuse Artist Pianos, Ltd. 603 Watervliet-Shaker Rd. Latham NY 12110	

Capitol Repertory Company  
Your Name \_\_\_\_\_  
Albany NY  
City State  
12207  
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? KAWAI

Which additional piano brands were considered? NONE

How helpful was your Yamaha sales person in answering your questions?

Outstanding     Very Good     Satisfactory     Fair     Poor

Any additional comments? I WAS SET TO PURCHASE THE KAWAI, BUT QUALITY + PRICE ASSURANCES FROM YAMAHA DEALER COULDN'T BE BEAT

Why did you choose a Yamaha piano?

Recommended:

Teacher     Piano Technician     Relative     Friend  
 Professional Musician/Artist     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  
 CD Rom Advertising:     Magazine     Newspaper     Radio     TV     Other \_\_\_\_\_

What is your initial impression of your new Yamaha piano? VERY GOOD

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