

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. C2 PE	SERIAL NO. 6154056
DEALER NAME & ADDRESS SYRACUSE ARTIST PIANOS, LTD. 5780 CELI DR. East Syracuse NY 13057-2902	

Nafziger

Your Name _____
Williamstown MA
City State
01267
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? Mason & Hamlin

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

Other Factors:

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

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

- | | | |
|--|---|---|
| <input type="checkbox"/> In a dealer's store | <input type="checkbox"/> Saw in a display (not in the dealer's store) | <input type="checkbox"/> Internet/World Wide Web |
| Advertising: <input type="checkbox"/> Magazine | <input type="checkbox"/> Newspaper | <input type="checkbox"/> Radio <input type="checkbox"/> TV <input type="checkbox"/> CD Rom <input type="checkbox"/> Other _____ |

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

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

(Use this space to continue any of your answers. And if you wish to make further comments, please do so. Thank you.)

We're thrilled with this beautiful instrument
and surprised at the depth and brilliance
of the tone. This will be our family
instrument for decades to come!
Thank You!



Maple

Return Customer Comments to Yamaha in the enclosed postage paid envelope, or send to:

Customer Comments, Piano Division,
Yamaha Corporation of America,
P.O. Box 6600, Buena Park CA 90622

YAMAHA PIANOS