

# Product Guarantee—

## Our Piano Guarantee of Quality and Performance

In order to provide *BEST PRICES—BEST PIANOS* we stock most of our instruments in our central warehouse for shipment to the U.S.A. and to our store in Houston, Texas. This strategy assists in keeping costs low in order to provide the best prices possible, as well as a variety of models and price range availability.

As a result of this operational strategy, our customers rely upon piano quality when we place special orders from the warehouse. These special orders are guaranteed as to quality, performance and technical excellence.

When special orders are taken for a piano that is not available TO SEE AND PLAY or is not in our Houston showroom, we provide the following guarantee to our customers regarding quality expectations.

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- SPECIAL ORDER CRATED PIANOS FROM THE WAREHOUSE ARE VIEWED AS THE SAME AS ANY OTHER SPECIAL ORDER OF A NEW PIANO FROM ANY PIANO FACTORY.
- CRATED PIANOS ORDERED AS A SPECIAL ORDER FROM OUR WAREHOUSE ARE GUARANTEED TO BE IN FIRST CLASS CONDITION COSMETICALLY, TECHNICAL AND FROM A MUSICAL POINT OF VIEW AND ARE CONSIDERED AS A BONA FIDE SALE REQUIRING AN ORDER DOWN PAYMENT.
- SHOULD THERE BE A DEFECT OR SIGNIFICANT DEMONSTRABLE DEPARTURE FROM THE STANDARDS OF KAWAI OR YAMAHA INSTRUMENTS, THE PIANO WILL BE: 1. RETURNED TO THE FACTORY AND DOWN PAYMENTS REFUNDED, OR 2. ANOTHER SIMILAR PIANO WILL BE ORDERED OR 3. THE DEFECT WILL BE REPAIRED IF COST EFFICIENT AND APPROPRIATE IN OUR OPINION. THIS INCLUDES MINOR VOICING & REGULATION

If a buyer requests voicing, regulation or other modifications that require more than standard adjustments, and/or replacements of components to satisfy personal or subjective standards, then these additional services will be considered as custom additional work over and above standard Yamaha & Kawai specifications and will be charged accordingly. Our Product Guarantee is based on technically demonstrable errors or defects certified by a qualified piano technician in order for a refund or return to be exercised. However, any piano can be traded up to a superior model in the first 30 days after purchase.

WE HAVE NEVER HAD ANY REQUESTS FOR RETURNS OR REPAIRS TO OUR RESTORED PIANOS