

From: Ko Shin Law
To: Syarikat Alat-Alat Muzik Weng Lee
Date: Thu, Nov 28, 2013 at 10:24 PM
Subject: Comments and Feedback

Dear David,

"Thanks for restoring my mother's beloved Petrof to its former glory. She is very pleased with your work and she felt cheated by the technician whom she had faithfully engaged to service our piano for the past 20 years. We appreciate that you had continuously update us by sending us the photos of the piano during the restoration process.

We faced similar problems as my mum when we were purchasing our own piano. We found some dealers were either giving misleading informations or they did not know what they were doing.

For example, most dealers insisted that their parts were 'original' and were 'untouched', which gave buyers a false sense of security. This did not make sense. Nobody in their sane mind would accept purchasing a second-hand car that has not been reconditioned before a sale. It seemed that your company was the only one who understood the importance of prepping a second-hand piano before delivering it to its customer. This was rather surprising because prepping prior to delivery of sales is quite a common practice in Western countries. It seemed that despite being in business for more than a decade, the technicians we talked to in these other shops had not understood their craft well.

Another problem that we had with other dealers was limited and unfair comparison. For instance, this dealer had four pianos for view, but only one was in good condition. The others under-performed and emitted poor sound quality which did not live up to their brand name. Another problem that we noticed was that the dealer only removed the front panel of the piano that he intended to sell to us. But not for the others when we tested them. In this respect, we were glad that all the piano in your shop were tested on an equal footing. And we noticed that the performance of most pianos were quite consistent.

So, in the end, we chose to buy from the dealer that takes pride in their craft. We believe that purchasing a piano marks the beginning of a long-term relationship. We place our trust in your expertise to service our piano to ensure that it always stay in tip-top condition."

Regards
Mrs. Tan Hung Khoon