



SALES AND DISTRIBUTION POLICY

As the manufacturer of the Piano Life Saver System, Damp-Chaser Corporation is concerned about the distribution and installation of the Piano Life Saver System (PLS). As a result of this concern and in an effort to protect the ultimate customers and users of the Piano Life Saver System, Damp-Chaser Corporation has adopted this Sales and Distribution Policy which applies to all retail distributors of the Piano Life Saver System, including piano technicians, piano tuners and piano dealers.

SALES AND DISTRIBUTION POLICY

All sales of the PLS must be by a piano technician, piano tuner or piano dealer who is directly responsible for the installation of the System.

No piano technician, piano tuner, or piano dealer may sell a Piano Life Saver System via the internet, through mail order or through toll-free telephone numbers. Prohibited internet selling includes, but is not limited to, the advertising of the product and its price on the same website page as clickable links which enable a purchasing transaction through the use of shopping cart software.

Any sales of the PLS by a piano dealer to a piano owner must include the installation of the System by a professional piano technician.

Any piano technician or piano tuner who sells a PLS to a piano owner without providing for the installation of said System by a professional piano technician or piano tuner shall be terminated as a distributor of the Piano Life Saver System. Any piano dealer who sells a PLS without providing for the installation of the System by a professional piano technician or piano tuner shall be terminated as a distributor of the Piano Life Saver System.

This policy applies to the PLS including the Damp-Chaser Humidistat, Dehumidifiers and Humidifier. This policy shall not apply to the sales of maintenance products of the Piano Life Saver System, including Pad Treatment, Humidifier Replacement Pads or Watering Cans.



Dampp-Chaser Corporation has been concerned for some time that the PLS is being sold to piano owners without assurance that the System is properly installed. The Warranty given by Dampp-Chaser Corporation provides “any warranty stated or otherwise implied is void if the installation is made by someone other than a professional piano technician or piano tuner.” Dampp-Chaser has adopted this Sales and Distribution Policy as set forth above in an effort to ensure that end-users of the PLS will obtain the benefit of the warranty. Dampp-Chaser believes that the proper installation of the PLS is essential to make certain that the piano owner receives the benefit of the quality of the PLS and also that the reputation of the System and of Dampp-Chaser Corporation is not damaged because of improper installation of the System.

Dampp-Chaser Corporation believes that the Sales and Distribution Policy set forth above will accomplish the following:

1. The installation by a professional piano technician or piano tuner will allow the piano owner to have its humidification needs assessed for its individual piano on-site and the correct PLS will be installed to meet the humidification needs.
2. The professional piano technician or piano tuner can advise the piano owner of the humidification assessment.
3. Installation by a professional piano technician or piano tuner will ensure that the piano owner will receive a proper installation of the System and parts according to the instructions provided by the manufacturer, and that the most appropriate components for the specific piano in the specific environment have been selected for the installation.
4. The piano owner will have the benefit of a professional piano technician or tuner who shall be responsible to the piano owner to ensure that the PLS works properly and continues to work properly after installation.
5. Installation by a professional piano technician or piano tuner will further ensure that the piano owner will receive regular maintenance by the installing person who can also expedite any need for technical support from Dampp-Chaser Corporation, if necessary.

Dampp-Chaser Corporation remains committed to producing a high-quality product. Just as important to the quality of the product is the proper installation of the product in each individual owner’s piano. This policy, Dampp-Chaser believes, will provide that each PLS will be properly installed by a qualified, professional piano technician or piano tuner. It also ensures that each piano owner will have the full benefit of the warranty issued by Dampp-Chaser Corporation.

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