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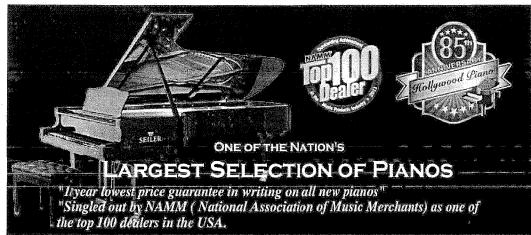




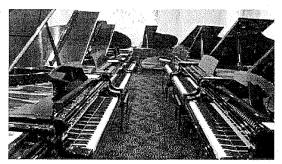
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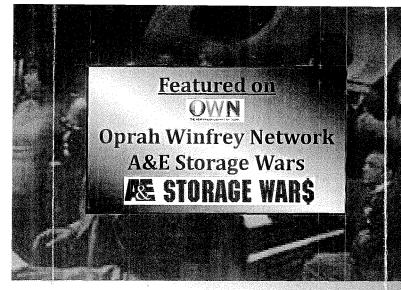
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Hollywood Piano Company is Southern California's and Los Angeles areas most complete piano store servicing Los Angeles county, Ventura County, San Bernardino County and surrounding areas.

Piano tuning, piano moving, piano appraisals and piano instruction are available to Los Angeles, Pasadena, Glendale, Burbank, San Fernando Valley, San Gabriel Valley, Conejo Valley, Los Angeles County, Ventura County, San Gabriel County.



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Services

Home Rental/Leasing — We can rent you a piano for a week, month, year or a lifetime. Choose from a variety of quality pianos. You can even apply a year of the rental payments towards purchase of a new or used piano.

<u>Tuning</u> – We'll gladly help to keep your piano in responsive regulation, in good voice, and well tuned. Our staff of technicians is at your disposal.

<u>Repair/Reconditioning</u> – Our skilled technicians are qualified to repair, rebuild or refinish any piano. All work is guaranteed.

<u>Moving</u> - We can assist in the moving of your piano across the street or the nation, by bonded and insured movers.

Hollywood Piano Academy of Music / Home Instruction – Our school offers private and group instruction from ages 9 months to 90! We also maintain lists of recommended teachers in all areas for home instruction.

<u>Practice Room Rental</u> – Our practice rooms are available to instructors and students to rent by the hour. (Burbank only)

Irwin & Rhoda Treibitz Memorial Recital Hall – Our hall was engineered for superb acoustics. It is the perfect setting for events of up to 100 people. Catering is available and the hall is wheelchair accessible. Whether a student recital, concert or celebration our hall is the perfect venue.

Commercial Rentals & Concert & Artist Department – Same day, overnight, and short-term piano rentals for concerts, receptions, film, & photo shoots, etc. We offer very affordable pricing with flexible scheduling. Whether staging events in our recital hall or providing the finest concert piano, our customers are LA's top venues and orchestras.



Exhibit 16 G. TREIBITZ

February 14, 2017

Cheryl Asada, CSR 13496

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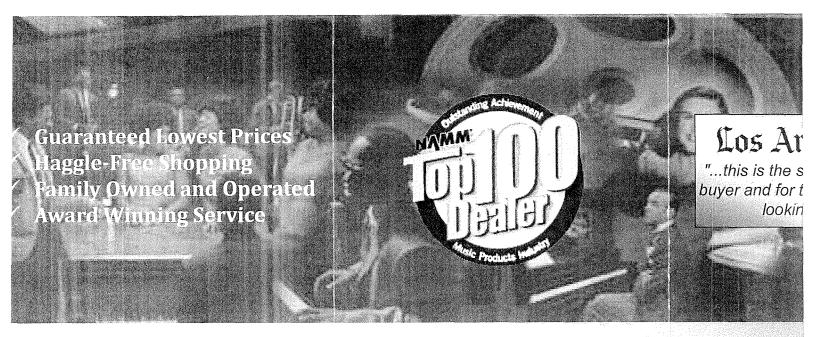


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Thank you for giving us the opportunity to assist you. I hope your experience with our company met or exceeded your expectations. I realize there are many places to purchase a piano and I appreciate the opportunity to earn your business. Purchasing a plano should be joyful free of high-pressure sale pitches or a negative derogatory tirade. Who needs that? Be weary of dealers (masquerading as non dealers) working out of garages, homes, warehouses, and storage units who can be here today and gone tomorrow. Our company is family owned and operated by two families since 1928. We're a full time piano dealer. Piano sales are not a part-time hobby for us, but a full time passion. When you compare our planos, presentation, warranties and guarantees to the competition's you'll understand why we are your best choice. Please feel free to contact me directly with any questions or concerns. With a lifetime in the piano industry my goal is simple, complete satisfaction with your piano purchase for now and forever.

Hollywood Piano Company (Brother & Sister) Glenn Treibitz, President Cheryl Fox, Vice-President





Price Guarantee

1 Year written price protection guarantees the lowest price on every instrument. Find it for less and we'll refund 133% of the difference!

Value Added Warranty

Only Hollywood Piano doubles the manufacturers warranty on everything we sell and makes that warranty transferable. This makes a piano purchased from us more valuable in the future as a used piano than one purchased anywhere else because it will still carry the balance of our transferable extended warranty.

Satisfaction Guarantee

Our written guarantee states we will gladly exchange any item purchased from us for up to 30 days for any reason, even if the color doesn't match! We're not satisfied until you're satisfied!

✓ 100% Trade-Up Policy

Your piano or digital purchase from us is like cash. Receive the full purchase price back in trade, and unlike other companies, your trade-in is credited against our guaranteed lowest price, not the full retail.

Piano Preparation Report

Most people are buying a piano for the first time and really don't know how a piano should sound or feel. We spend many hours of preparation on each piano to make sure it plays and sounds right. Surprisingly, very few piano dealers make this important commitment believing the average customer will not know the difference. WE KNOW THE DIFFERENCE. Every piano is tuned, inspected, serviced and certified by our registered technicians with our Piano Preparation Report before being offered for sale allowing even a first time buyer to purchase

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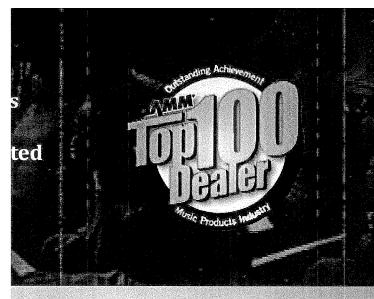
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piano before it is delivered, we also give you a written guarantee of in home performance. During our technicians first visit to your home he or she will tune your piano, fill out your Home Performance Guarantee and perform a 75 point list of service items, guaranteeing that your piano is operating perfectly.

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We are proud to have true expert musicians, educators and piano tuners to help you select the right instrument

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