



An Open Letter to Former Mars Music Rental Customers

Dear Valued Customer,

In the few short weeks of our servicing the instrument rental accounts originated at Mars Music, it has quickly become apparent to the AMS Staff and local Service Centers there is a high level of frustration among the rental customers. The lack of adequate customer service during the liquidation phase of Mars Music has left many parents and music educators asking, "Who's to blame?"

The music industry has suffered a great loss with the closure of Mars Music. As music retailers, service professionals and consumers, we all must do our part to control the damage and continue promoting music education and musicmaking.

With this in mind, please take a moment to appreciate the hospitality extended to you by the new local Service Center before you, as they have agreed to assist us in the servicing of your account as a courtesy and will play no other role than to accept instrument returns and assist with repairs. They are here to help you. Show them your appreciation by not holding them responsible for past customer service issues they had no control over.

We understand your concerns and promise to do all we can to address any discrepancies, grievances and/or problems with your account. Thus, we ask that you direct all inquiries and concerns to AMS toll-free at (866) 320-8626. On behalf of everyone at AMS, thank you for the opportunity to be a part of your child's music education and look forward to the road ahead!

Musically yours,

Dawson Flinchbaugh
Director of Marketing