



## **NOTICE TO OUR CUSTOMERS**

As you may be aware, Pioneer Corporation has recently announced global business restructuring plans to achieve a higher degree of operational efficiency in a very difficult business environment and to ultimately improve group profitability. One of the key measures that were announced was the termination of any further in-house display product development after its products currently available in the market, and withdrawal from display business by March 2010. However and more importantly, Pioneer also confirmed that it would continue to provide after-sales services including supplying replacements parts and honouring display product warranties.

In this regard, Pioneer Electronics of Canada, Inc. (POC) would like to reassure its loyal Canadian customers that it will continue to honour warranties on all Pioneer and Elite branded plasma panels that POC distributes in Canada through its authorized dealer network and that, it will continue to offer other after-sales services including replacement parts for all Pioneer and Elite branded plasma panels through its Authorized KEY Servicer network as it has done in the past. Furthermore, the same warranty, after-sales service, and replacement parts supply continues to apply to all consumer electronics product categories sold by POC through its authorized dealer network.

Thank you for your continued support. For any additional information or clarification on the above, please do not hesitate to contact:

Customer Call Centre  
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300 Allstate Parkway, Markham, ON, L3R 0P2  
1-877-283-5901