

To Satisfy rather than Adjust

complaints later on has been the Karn-Morris settled policy for over 50 years. The subject of Complete Satisfaction Right From The Start vs. Come-Backs is not open to debate by either the dealer or the consumer. You know the theory of "quality first" is sound. You know it is sound in practical merchandising. Carry it out by selling Karn and Morris pianos and player pianos.

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