

HARMAN

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To: All Crown Dealers & Distributors

RE: Crown Internet & Mail-Order Sales Policy

Crown Amplifiers can be found wherever the best possible sound reproduction is needed, from movie theaters to recording studios to houses of worship and major arenas.

Many Crown products are technologically sophisticated by nature or are used in applications that require sophistication, experience and skill in order to get the most out of the technology. Each product family we offer has its own unique characteristics and requirements for use, design and installation. For this reason, we have a varied mix of authorized dealers and distributors to best serve our customers and ensure their long-term satisfaction with their Crown products and systems.

To ensure these standards of customer satisfaction, Crown will no longer allow any of its authorized retailers or distributors to **sell** the following products and/or product families over the internet or via mail-order:

Products/Product Families	Internet Sales	Mail Order
I-Tech HD	No	No
MAI	No	No
DCI (to be introduced in 2013)	No	No
DSI	No	No

We continue to strongly encourage the use of the internet and catalogs to promote and showcase Crown products including the ones listed above. But, when it is time to conduct a transaction, we believe that direct contact with a dealer that exhibits the sophistication, experience and skill necessary to get the most out of our technology is paramount to satisfying the complex demands of our customers that employ the product lines listed above.

If Harman Professional discovers any violation of this policy, Harman Professional, in its sole and absolute discretion, may suspend or revoke a dealer's designation as an authorized Harman Professional dealer with respect to some or all Harman Professional products, without prejudice to Harman Professional's other legal rights and remedies, all of which are reserved.

We are confident that careful management of this policy will result in our customers investing in the right products to fulfill their needs and provide lasting enjoyment for many years.