



November 28, 2012

To: All Harman Signal Processing Dealers & Distributors

RE: Harman Signal Processing Internet & Mail-Order Sales Policy

Harman Signal Processing products 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 Harman Signal Processing 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 Harman Signal Processing products and systems.

To ensure these standards of customer satisfaction, Harman Signal Processing 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
BSS Audio		
BSS Soundweb London	No	No
BSS Soundweb Controllers	No	No
IDX Systems	No	No
dbx Pro		
dbx ZonePRO	No	No
dbx ZonePRO Accessories	No	No
dbx System Core Processors	No	No

We continue to strongly encourage the use of the internet and catalogs to promote and showcase Harman Signal Processing 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.