

March 4, 2019

Announcement

USA, Canada and Mexico

DEN-ON USA Distributorship Agreement Terminated

To Our Valued Customers: Thank you for your purchase of DEN-ON Instruments products and hope they have served you well. Our goal has been to always provide the best quality products and service by using DEN-ON factory trained and authorized support.

We want to inform you that effectively February 26, 2019 that the distribution agreement with DEN-ON USA has been terminated with DEN-ON Instruments Japan. DEN-ON Instruments is now going direct thru local representatives and local factory trained support for applications and service.

*We have also setup a hotline that is a local USA telephone number for direct support from DEN-ON Instruments. The new **DEN-ON Instruments Hotline is 1-508-281-9508** please note if no one is available to take your call we ask that you leave a message with your inquiry and someone will return your call as soon as we possibly can. Alternatively, if you need DEN-ON Instruments for support please contact our local representatives or our licensed and authorized local support for your territory. You may also contact us thru rework@denondic.co.jp to understand where your local support is located and their contact numbers.*

We would also like to inform you there still is a company that is using the DEN-ON brand name that we are not affiliated with. The company is going by the name of DEN-ON USA and by no means represents us or are they authorized to represent, promote or service DEN-ON Instruments, Japan products.

The products that they are promoting are not DEN-ON Instrument products and we carry no responsibility for products they sell or the result of their usage.

Again we thank you for your understanding on this matter and if you have any questions I am available at the number below, or you may call our new hotline number

Sincerely

Raymond



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