

VISION EARS®

OFFICIAL ANNOUNCEMENT

To our customers in China,

Cologne, 3rd of March 2016

Lately we received a lot of e-mails and complaints about the purchase situation for our custom In-Ears in China. We can understand your concerns and are very sorry for that. As we heard about these things a while ago, we have been busily working on a solution that will promise to make and keep things better for you in the future.

For example:

- we already changed the shipment procedure. That should lower the waiting time a bit as a first step.
- We will announce a new order-procedure soon which will make it easier everyone (dealers and end-customers) to place an order and keep track of it's status.

We also decided to introduce a new company as **additional dealer for China Mainland** besides Audio Terminal. It is „**My Ear**“, who is also taking care of our customers in Taiwan. Eric and his team have shown a lot of experience, knowledge and a great structure. That makes us belief in them as a great and reliable partner also for your orders from China.



ORDERS at MY EAR can be placed from following date on:
10th MARCH 2016



Orders from AUDIO TERMINAL:

- All **orders that have been placed and payed at Audio Terminal** will be proceeded via Audio Terminal.
- If you do not know **your order-status**, please send us an e-mail with following information:
 - Name on order-form
 - Name on earphone
 - Name on Case
 - Order-number (if you have it)

We will check on your order and tell you the status.

Thank you all for your cooperation and patience up to this point! We really appreciate that you like our products and we will always put all our energy in producing high-end quality and providing great customer-service.

All the best from Cologne/Germany,

Managing Director