

Reviews

Reviews of Pro Music's Service

Item looks and sounds great. Thank you for exceptional customer service!!

D. S.
9/30/19

Product/Service Review-Unsolicited

The service I received from Pro Music Alaska was exemplary. I purchased a Fender CD 60 as a travel guitar . It met and exceeded my expectations for a lower priced guitar. I own two Taylor guitars and the Fender plays and sounds great in comparison. I'm happy it ended up here with me in New York instead of in California as planned. Thanks Craig for your personal attention, and thanks to all of you at Pro Music Alaska.

RW
Upstate New York

Here is my review of Pro Music Incorporated located Fairbanks Alaska. I have purchased several products from Pro Music over the years. I enjoy doing business there for the following reasons:

1. Owner Craig Smith runs a tight ship. Pro Music regular keeps regular business hours. He and the crew work to show you the products which are right for each customer. The prices are excellent. The store backs up what it sells with good service.

2. Martin Guitars. Pro Music has a good selection of Martins on hand. I purchased my two performance guitars, Martin 000-18s, right off the shelf. Pro Music set up the action and the guitars have performed flawlessly. If you want a "special" Martin, Pro Music can order the guitar directly from the CF Martin factory.

3. Craig Smith is fair and genuinely cares. This "intangible" becomes very tangible when you need something off the beaten trail. Recently Craig found a hard to find Fender Ultralight speaker enclosure and shipped it to in time for an out of town gig.

That made my day.

/s/

Albert Parrish

6/13/11

I just want to take a minute and let you know how pleased I was with my purchase from you. Everyone takes time to complain but not compliment. I got exactly what I was looking for and I could not believe how fast the order was received. Thanks for the great experience. I will recommend your company to anyone looking for musical instruments.

Thanks Again,

Steve and Kelly Schaaf

November 19, 2008

Thank you very much for your incredibly prompt service; I received my order on Saturday which is pretty fast especially coming all the way from Alaska. I will be sure to check your store next time I need something you have in your inventory.

Angelo Meli

Michigan August 31, 2008

Hello- my name is Josh Lockhart. I play in a band from Juneau called One Aisle Over. We've only recently started playing as a band (within the last 5 months) and have been playing shows monthly. We are purchasing equipment for rehearsals as well as live shows. I found you guys on the internet and was thinking that your free shipping had to have some strings attached because it sounded too good to be true. I ordered two speaker stands (Fender ST-275) on Tuesday A.M. and have them now in Juneau on Thursday A.M., and sure enough the shipping was free! I couldn't be any more pleased with the price and the quality of the stands, as well as how quickly my order arrived. You can be sure that I'll be back to make purchases for our band and any chance I have I'll turn business your way here in Juneau.

Thank you.

Josh Lockhart

One Aisle Over May 1, 2008

“Very Cool!

I gotta say, you and your company have been incredibly professional. I’m certain I will be doing business with you in the near future. Anybody can sell anything, but support makes the difference.

Satisfied customer

(name removed for privacy)

Thanks again!!!” Nov 22, 2007

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