

Customer Satisfaction Questionnaire

Thank you for using ETC Supplies for the purchase of your products. The Company makes every effort to ensure that customer requirements are met and that a quality service is provided. ETC Supplies would appreciate your comments in order to improve this service and would therefore ask if you would complete the attached form.

Thank you for your assistance.

ETC Supplies Reference:

Please answer the following by ticking the number that you feel most appropriate where 5 is excellent to 1 poor

Is the product(s) up to expectation?

1	2	3	4	5
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Was the packaging acceptable?

1	2	3	4	5
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How do you rate the quality of the documentation received?

1	2	3	4	5
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Was the order processed to your satisfaction?

1	2	3	4	5
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Was the lead time acceptable?

1	2	3	4	5
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Were the staff professional and polite?

1	2	3	4	5
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Were the staff knowledgeable about their subject?

1	2	3	4	5
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Overall satisfaction rating?

1	2	3	4	5
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Date product received?

1	2	3	4	5
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Comments:

If any of your details were incorrect on the Invoice sent to you or have recently changed, please update the relevant information below:

Name: _____ Job Title: _____

Company Name: _____

Address: _____

_____ Town: _____

County: _____ Postcode: _____

Telephone No: _____ Fax No: _____

E-mail: _____

PLEASE FAX BACK TO 0141-550-2999 or E MAIL sales@etcsupplies.co.uk

The details that you provide through the completion of this form may be retained by ETC Supplies as a customer satisfaction report. ETC Supplies complies with the Data Protection Act 1998.*

Agentround Group Ltd, Enterprise House, 94 David Street, Bridgeton, Glasgow, G40 2UH Tel: 0141-550-1188