



Name: _____

Company: _____

Title: _____

City / State: _____

We are always looking for ways to improve our processes / products and what better way to do this, than by talking with the people that we work with on a daily basis. We understand that your time is very valuable, so if you would help us out by answering the following questions, we will apply a \$100.00 credit to your account.*

How satisfied are you with the following

	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied
Overall satisfaction	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Customer service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sales staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Product knowledge	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Effectiveness at solving problems	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Quality of product	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Availability of product	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Staff responsiveness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Price	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Warranty policy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Warranty process	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Freight policy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Lead time	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Transit time	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Packaging	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Order acknowledgement	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Shipping notification	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Collection process	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

*To receive the \$100.00 credit, all questions must be completed. Weber Industries, Inc. reserves the right to withhold credit if Weber Industries, Inc. deems that the survey was not completed. Credit will only be applied to an order of \$500.00 or more. Must have an established account with Weber Industries, Inc. to receive credit. Credit will remain on account for 90 days from receipt of survey by Weber Industries, Inc.. To establish an account, please contact 1-800-769-7867.

How important were the following attributes in your decision to purchase our products

	Very Unimportant	Unimportant	Neutral	Important	Very Important
Pricing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Quality	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Availability	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Warranty	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Freight policy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

In regards to pumps similar to ours, that you purchase from other vendors

	Yes	No	N/A
Do you purchase pumps similar to ours from other vendors	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Would you consider purchasing these pumps from us in the future	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Do you purchase pumps via an online store	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
What would we need to improve on, in the future, to earn your business (please select all that apply)			
<input type="radio"/> Pricing <input type="radio"/> Quality <input type="radio"/> Availability <input type="radio"/> Service <input type="radio"/> Warranty <input type="radio"/> Freight Policy <input type="radio"/> N/A			

A little about your company (please circle only one):

Primary industry	Industrial (EZ, HT, NV, TC, FC, PC)	Water Well (WT, WS)	Wastewater (VE, VS, MV, VN)		
Primary warehouse that services your account	St. Louis, MO	West Plains, MO	Sunrise Beach, MO	Bella Vista, AR	
How long have you been a customer	< 1 Year	1 to 5 Years	5 to 10 Years	10 to 20 Years	> 20 Years
How often do you purchase from us	Weekly	Monthly	Quarterly	Yearly	
How likely are you to recommend us to a colleague	Very Unlikely <input type="radio"/>	Unlikely <input type="radio"/>	Neutral <input type="radio"/>	Likely <input type="radio"/>	Very Likely <input type="radio"/>

Please mail, fax or email by January 15th 2018 to:

8417 New Hampshire Ave., St. Louis, MO 63123 / 314-631-3738 / customerservice@webtrol.com

Additional comments
