



Customer Satisfaction Survey

You know what it's like. Your customers opinion means everything. The only way you can improve is by getting feedback. We are in the same boat and we would like your opinion. If you would complete the following questionnaire, we will credit your account **\$100.00** to be used on a purchase over \$500.00*.

Name: _____

Company: _____

Title: _____

1. Fill out the survey. All questions must be completed.
2. Return this survey to Webtrol by **January 31, 2021.**
3. We will apply a \$100 credit to your first \$500 NET order in 2021.

How likely are you to recommend us to a non-competing colleague?	Very Unlikely	Unlikely	Neutral	Likely	Very Likely
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How satisfied are you with the following:

	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied
Customer service / sales					
Product knowledge					
Quality of product					
Availability of product					
Warranty process					
Lead time					
Packaging					
Collection process					

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

Rank in importance from 1-5. 1 being most important, 5 being least important.				
Quality	Availability	Warranty	Customer service	Price

*\$100 credit will be applied to your first \$500 NET order in 2021. Account credit will be valid from 1/1/21 to 12/31/21. Weber Industries, Inc. reserves the right to withhold credit if Weber Industries, Inc. deems that the survey was not completed. Must have an established account with Weber Industries, Inc. to receive credit. To establish an account, please contact 1-800-769-7867.

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

Yes No

Do you purchase pumps similar to ours from other vendors?

Do you purchase pumps via an online store?

What would we need to improve on in the future to earn your business?
Rank in importance from 1-6. 1 being most important, 6 being least important.

Pricing Quality Availability Service Warranty Freight Policy

A little about your company (please select 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 often do you purchase from us? Weekly Monthly Quarterly Yearly

How long have you been a customer? < 1 Year 1 to 5 Years 6 to 10 Years 11 to 20 Years Over 20 Years

Additional comments:

Thank you for your valuable input!

Please mail, fax or email by January 31, 2021 to: Webtrol | 8417 New Hampshire Ave. | St. Louis, MO 63123

Fax: 314-631-3738 | Email: customerservice@webtrol.com