



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.

Name: _____

Company: _____

Title: _____

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	N/A
Customer service / sales						
Product knowledge						
Product quality						
Product availability						
Warranty process						
Lead time						
Packaging						
Billing process						
Rewards Program						

Which attribute do you consider the most valuable to you? **Please only choose one.**

Quality	Availability	Lead Time	Customer Service	Product Knowledge
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Additional comments:

Thank you for your valuable input!

Please mail, fax, or email to CustomerService@webtrol.com

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