

# Link Controls

# Marantec

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## Customer Satisfaction Survey

To enable us to provide the best possible service, we would appreciate your response regarding our products and service. Please answer the following questionnaire by marking the appropriate circle and return it via fax or e-mail, to Link Controls Ltd.

1. How would you rate the level of Pre-Sales service and efficiency with which your order was processed?

Very Good   
  Good   
  Average   
  Poor   
  Very Poor

2. How would you rate the technical instructions you received for the product(s) you purchased?

Very Good   
  Good   
  Average   
  Poor   
  Very Poor

3. How would you rate your satisfaction of the quality of the product(s) you purchased?

Very Good   
  Good   
  Average   
  Poor   
  Very Poor

4. How would you rate the 'Order to Delivery' time compared with suppliers of similar products?

Very Good   
  Good   
  Average   
  Poor   
  Very Poor

5. How would you rate the level of service you received regarding your purchase(s)?

Very Good   
  Good   
  Average   
  Poor   
  Very Poor

6. How would you rate your overall satisfaction on your purchase?

Very Good   
  Good   
  Average   
  Poor   
  Very Poor

7. How would you rate the range of products & accessories compared with suppliers of similar products?

Very Good   
  Good   
  Average   
  Poor   
  Very Poor

8. How would you rate the price & availability of products & accessories compared with suppliers of similar products?

Very Good   
  Good   
  Average   
  Poor   
  Very Poor

Thank you for taking the time to complete this survey. We constantly strive to improve the level of service and quality of our products and welcome any comments you would care to make to enable us to achieve this goal. Alternatively, any questions you would like answered may also be entered in the space provided.

Name: ..... Position: ..... Date: .. / .. / ..

Company: ..... E-Mail Address: .....