



## Customer Survey

In order to improve our customer service, and to best meet our customer's needs, GENEQ would like you to take a few minutes of your time, to give us your feedback by responding to this survey, and fax it back to us at (514) 354-6948.

First Name / Name : \_\_\_\_\_  
Company : \_\_\_\_\_  
Address : \_\_\_\_\_ Postal Code: \_\_\_\_\_  
Phone : \_\_\_\_\_  
Fax : \_\_\_\_\_  
E-Mail : \_\_\_\_\_

## Evaluation

**Thank you ! Your opinion is important to us!**

The responsiveness and the quality of the answer from the representative:

Very satisfied  Satisfied  Unsatisfied  Very unsatisfied

Comment: \_\_\_\_\_

The courtesy of the representative:

Very satisfied  Satisfied  Unsatisfied  Very unsatisfied

Comment: \_\_\_\_\_

The price level:

Very satisfied  Satisfied  Unsatisfied  Very unsatisfied

Comment: \_\_\_\_\_

Delivery (stock products, reasonable delays):

Very satisfied  Satisfied  Unsatisfied  Very unsatisfied

Comment: \_\_\_\_\_

Respect of the delivery lead time:

Very satisfied  Satisfied  Unsatisfied  Very unsatisfied

Comment: \_\_\_\_\_

The packaging of your order:

Very satisfied  Satisfied  Unsatisfied  Very unsatisfied

Comment: \_\_\_\_\_

After-sales service (exchange, repair and support if needed):

Very satisfied  Satisfied  Unsatisfied  Very unsatisfied

Comment: \_\_\_\_\_

Comments / Suggestions: \_\_\_\_\_

\_\_\_\_\_