



Product & Customer Satisfaction Survey

For survey and tracking purpose only please provide the following:

Name: _____
Company: _____
Phone: _____
Date: _____

When completed please fax / mail this survey back to Rotomaster.

Rotomaster
ATTN: Florian Ablay

Mailing Address:
Unit 100 – 18940 94th Avenue
Surrey, BC V4N 4X5
Canada

Fax:
604-881-7830

Product Satisfaction Survey

1. How did you learn about Rotomaster and its products?

- Internet/Website
- Newspaper/Magazines
- Friend/Relative
- Other – Please Specify _____

2. Where do you currently make your purchases?

Company name: _____

3. Are you satisfied with Rotomaster products

- Very dissatisfied
- Dissatisfied
- Neutral
- Satisfied
- Very satisfied

4. Please rate your overall opinion about the quality of Rotomaster products.

- Very low quality
- Low quality
- Average
- High quality
- Very high quality

5. Compared to other products of this type, the quality of Rotomaster products is:

- Very low quality
- Low quality
- Average
- High quality
- Very high quality

6. The value of Rotomaster products is:

- Very poor
- Poor
- Average
- Good
- Very good / excellent

7. Will you continue to buy from Rotomaster?

- Yes
- No

8. Would you recommend us to others?

- Yes
- No

9. Please rank what you look for in order of importance when selecting product :

	1	2	3	4	5
Quality	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cost	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Quantity	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

1 = Very Low, 2 = Low, 3 = Normal, 4 = High, 5 = Very High

Customer Satisfaction Survey

1. The Rotomaster product(s) I purchased met my expectations.

- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree

Comments:

2. My experience purchasing from Rotomaster was positive

- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree

Comments:

3. It was easy to access Rotomaster Product

- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree

Comments:

4. I intend to make a purchase again

- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree

Comments:

5. What is one thing that would improve your overall Rotomaster Experience?
