

[Enter your Company Fax number and website contact details]

[Enter your Company name/ logo]

company shortcuts

General Enquiries:
[Enter your phone number]



As part of our continued efforts to provide you with the perfect order, we are conducting a survey on our delivery performance. Please complete and return this questionnaire by fax and you will receive a complimentary gift for your feedback

Customer Name _____ Country _____ Contact Name _____ Tel No _____

1. Customer Service

Are you satisfied with the ordering service [Enter your Company name] provides?

Yes No

2. Delivery

- | Was your delivery... | Yes | No |
|--------------------------------------------|--------------------------|--------------------------|
| a) The complete delivery? | <input type="checkbox"/> | <input type="checkbox"/> |
| b) The correct products? | <input type="checkbox"/> | <input type="checkbox"/> |
| c) The correct quantities? | <input type="checkbox"/> | <input type="checkbox"/> |
| d) Within our delivery terms & conditions? | <input type="checkbox"/> | <input type="checkbox"/> |
| e) Securely packed? | <input type="checkbox"/> | <input type="checkbox"/> |
| f) In perfect condition? | <input type="checkbox"/> | <input type="checkbox"/> |

3. Carrier / Freight Forwarder

Were you satisfied with the carrier service?

Yes No

4. Documentation

- | Was it... | Yes | No |
|----------------------------|--------------------------|--------------------------|
| a) Clearly understandable? | <input type="checkbox"/> | <input type="checkbox"/> |
| b) Accurate? | <input type="checkbox"/> | <input type="checkbox"/> |
| c) Received? | <input type="checkbox"/> | <input type="checkbox"/> |

5. Overall

How satisfied were you with this delivery?

- | Very Satisfied | Not Satisfied |
|--------------------------|--------------------------|
| 😊 5 4 | 😞 3 2 1 |
| <input type="checkbox"/> | <input type="checkbox"/> |

6. Finally...

...do you have any further comments that would help us to improve our delivery services to you?

