



**YOUR OPINION MATTERS TO US**

As a company, we strive to improve on the levels of service given to all our customers. Your opinions will help us in our commitment to raise standards in the stairlift industry. We would very much appreciate if you could take five minutes to complete the questions below and return it to us in the prepaid envelope provided.

1. What type of equipment did you have installed? (PLEASE CIRCLE)

Stairlift Curved	<u>Stairlift Straight</u>	Hoist	Through Floor Lift	Wheelchair Platform Lift
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2. How do you rate the performance of this company, with regard to the following?  
(5 = excellent, 4 = very good, 3 = good, 2 = fair, 1 = poor) - PLEASE CIRCLE

Quality of information received from Surveyor (Survey/Design)	<u>5</u>	4	3	2	1
Standard of Service received from Installation Team	<u>5</u>	4	3	2	1
Quality of Goods Provided	<u>5</u>	4	3	2	1
Overall Company Impression	<u>5</u>	4	3	2	1

3. We would appreciate any comments with regards to the service whether positive or opportunities for us to improve?

FROM SURVEYOR TO FITTER, THEY WERE ALL PERFECT

4. Was there someone who was particularly helpful, who you would like to mention?

THE FITTER WAS SUPERB

Reason THE ABOVE LEFT NO MESS

5. Would you be confident to recommend us to others?

YES/NO

6. Any other comments?

.....  
.....

**MANY THANKS FOR TAKING THE TIME TO COMPLETE THIS QUESTIONNAIRE**

please tick if you do not want us to share your comments



Form Number: asl13/05/09/05

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Quality of information received from Surveyor (Survey/Design)	5	4	3	2	1
Standard of Service received from Installation Team	5	4	3	2	1
Quality of Goods Provided	5	4	3	2	1
Overall Company Impression	5	4	3	2	1

3. We would appreciate any comments with regards to the service whether positive or opportunities for us to improve?

*No improvement necessary*

4. Was there someone who was particularly helpful, who you would like to mention?

*Don't remember the man name, but Reason he was very helpful.*

5. Would you be confident to recommend us to others? YES/NO

6. Any other comments?

*Very pleased with my chair lift.*

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Quality of information received from Surveyor (Survey/Design)	<input checked="" type="radio"/> 5	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1
Standard of Service received from Installation Team	<input checked="" type="radio"/> 5	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1
Quality of Goods Provided	<input checked="" type="radio"/> 5	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1
Overall Company Impression	<input checked="" type="radio"/> 5	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1

**3. We would appreciate any comments with regards to the service whether positive or opportunities for us to improve?**

..... Believe me your company does not need  
improving.....

**4. Was there someone who was particularly helpful, who you would like to mention?**

..... Yes, The man that installed it, but can't remember his name

Reason ..... Went through everything with me.....

**5. Would you be confident to recommend us to others?  YES/NO**

**6. Any other comments?**

..... The stairlift has been a godsend to me.  
Its brilliant. Thank you.....

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Overall Company Impression	5	4	3	2	1

3. We would appreciate any comments with regards to the service whether positive or opportunities for us to improve?

EVERYBODY WAS GREAT FROM START  
TO FINISH

4. Was there someone who was particularly helpful, who you would like to mention?

.....

Reason .....

5. Would you be confident to recommend us to others? YES/NO

6. Any other comments?

.....  
.....

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Standard of Service received from Installation Team	<input checked="" type="radio"/> 5	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1
Quality of Goods Provided	<input checked="" type="radio"/> 5	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1
Overall Company Impression	<input checked="" type="radio"/> 5	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1

3. We would appreciate any comments with regards to the service whether positive or opportunities for us to improve?

EVERYONE WAS VERY GOOD, COURTEOUS, ARRIVED WHEN THEY SAID THEY WOULD. DID THE JOB PROMPTLY & TIDIED THE MESS

4. Was there someone who was particularly helpful, who you would like to mention?

PAUL WAS EXCELLENT, HE MANAGED TO FIND US

Reason: A RE-CONDITIONED CHAIR WHICH ARRIVED FASTER THAN WE EXPECTED, WHICH WAS AN ABSOLUTE BONUS.

5. Would you be confident to recommend us to others?  YES/NO

6. Any other comments?

.....  
.....

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Quality of Goods Provided	<b>5</b>	4	3	2	1
Overall Company Impression	<b>5</b>	4	3	2	1

3. We would appreciate any comments with regards to the service whether positive or opportunities for us to improve?

*No Need for improvements, from the Surveyor  
to the Engineer, All Excellent*

4. Was there someone who was particularly helpful, who you would like to mention?

*Our Engineer was really good*

Reason *Explained everything that was happening*

5. Would you be confident to recommend us to others?

**YES/NO**

6. Any other comments?

.....  
 .....

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Quality of Goods Provided	<u>5</u>	4	3	2	1
Overall Company Impression	<u>5</u>	4	3	2	1

3. We would appreciate any comments with regards to the service whether positive or opportunities for us to improve?

.....  
 .....

4. Was there someone who was particularly helpful, who you would like to mention?

*The Team - From the PHONE call was made to the Installation.*

Reason *All Very Good.*

5. Would you be confident to recommend us to others? YES/~~NO~~

6. Any other comments?

.....  
 .....

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Quality of Goods Provided	<b>5</b>	4	3	2	1
Overall Company Impression	<b>5</b>	4	3	2	1

3. We would appreciate any comments with regards to the service whether positive or opportunities for us to improve?

THE SURVEYOR ONLY THOUGHT THE JOB THROUGH AND CHAIR LIFT WAS EXCELLENT  
THE INSTALLER WAS EXCELLENT BY HIDE ALL WIRES PERFECT STANDARD

4. Was there someone who was particularly helpful, who you would like to mention?

OFFICE FOR PUSHING THIS FORWARD AT A TIME OF NEED

Reason I WAS REQUIRING THIS FOR MY MOBILITY

5. Would you be confident to recommend us to others?

**YES** NO

6. Any other comments?

I COULD ONLY RECOMMEND ADVANCED, THEY ARE  
TOP PROFESSIONALS WITH THERE FINGER ON THE PULSE

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Standard of Service received from Installation Team	<input checked="" type="radio"/> 5	4	3	2	1
Quality of Goods Provided	<input checked="" type="radio"/> 5	4	3	2	1
Overall Company Impression	<input checked="" type="radio"/> 5	4	3	2	1

3. We would appreciate any comments with regards to the service whether positive or opportunities for us to improve?

*I was not present, but on calling my mum she said the 'boys' were lovely and just got on with it.*

4. Was there someone who was particularly helpful, who you would like to mention?

*She can't remember. They were ALL nice*

Reason *no complaints she said*

5. Would you be confident to recommend us to others?  YES  NO

6. Any other comments?

.....

.....

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### 3. We would appreciate any comments with regards to the service whether positive or opportunities for us to improve?

YOU DO A EXCELLENT SERVICE CANNOT FAULT YOU  
I WOULD RECOMMEND YOU ALL TO OTHERS

### 4. Was there someone who was particularly helpful, who you would like to mention?

CHAIRE IN THE OFFICE AND EVERYONE WHO WAS INVOLVED  
Reason VERY RESPONSIVE AND DID THE JOB QUICKLY VERY PLEASANT

### 5. Would you be confident to recommend us to others? YES/NO

### 6. Any other comments?

I CANNOT FAULT THIS COMPANY THEY MADE SURE I  
GOT MY STAIRLIFT AS QUICK AS POSSIBLE SO VERY HELPFUL

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..... *VERY HAPPY WITH EVERYTHING* .....

### 4. Was there someone who was particularly helpful, who you would like to mention?

..... *PAUL A ENGINEER* .....

Reason ..... *WERE SO HELPFUL* .....

### 5. Would you be confident to recommend us to others?

YES/NO

### 6. Any other comments?

..... *I APPRECIATE HOW QUICK YOU WERE* .....

..... *ABLE TO PUT IN MY STAIRLIFT* .....

**MANY THANKS FOR TAKING THE TIME TO COMPLETE THIS QUESTIONNAIRE**

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**RECEIVED**  
20 JUN 2019

Form Number: asl13/05/09/05



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Overall Company Impression	5	4	3	2	1

3. We would appreciate any comments with regards to the service whether positive or opportunities for us to improve?

.....  
.....

4. Was there someone who was particularly helpful, who you would like to mention?

*Dawn and the man who fitted the lift (sorry forgotten his name)*

Reason: *Dawn knew who you were and was very helpful. The fitter worked to hard, was polite and very tidy.*

5. Would you be confident to recommend us to others? YES/NO

YES

6. Any other comments?

*A very positive experience and lift fitted very quickly.*

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RECEIVED  
23 AUG 2013

Form Number: asl13/05/09/05



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3. We would appreciate any comments with regards to the service whether positive or opportunities for us to improve?

VERY HAPPY WITH EVERY THING

4. Was there someone who was particularly helpful, who you would like to mention?

THE MAN THAT PUTTING IN WAS VERY HELPFUL

Reason NOTHING WAS A BOTHER TO HIM

5. Would you be confident to recommend us to others? YES/NO

6. Any other comments?

MADE SUCH A DIFFERENCE TO MY LIFE

**MANY THANKS FOR TAKING THE TIME TO COMPLETE THIS QUESTIONNAIRE**

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Quality of Goods Provided	<b>5</b>	4	3	2	1
Overall Company Impression	<b>5</b>	4	3	2	1

3. We would appreciate any comments with regards to the service whether positive or opportunities for us to improve?

*Fitter was very good*

4. Was there someone who was particularly helpful, who you would like to mention?

*Fitter*

Reason *He done a good job and was very cheerful*

5. Would you be confident to recommend us to others? **YES/NO**

6. Any other comments?

.....

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THE SERVICE WAS GREAT

4. Was there someone who was particularly helpful, who you would like to mention?

THE MAN WHO INSTALLED IT

Reason ALL THE NUTS AND BOLTS WENT IN THE RIGHT PLACE  
HE MADE IT LOOK SO EASY

5. Would you be confident to recommend us to others?  YES/NO

6. Any other comments?

IT IS A GREAT HELP TO ME. IM NOT OUT OF BREATH  
AT THE TOP OF THE STAIRS. THANK YOU FOR THAT

MANY THANKS FOR TAKING THE TIME TO COMPLETE THIS QUESTIONNAIRE

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Overall Company Impression	5	4	3	2	1

### 3. We would appreciate any comments with regards to the service whether positive or opportunities for us to improve?

..... ALL WELL DONE .....

### 4. Was there someone who was particularly helpful, who you would like to mention?

..... ENGINEER POLITE & HELPFUL .....

Reason .....

### 5. Would you be confident to recommend us to others?

YES/NO

### 6. Any other comments?

..... Very happy with new stairlift. .....

**MANY THANKS FOR TAKING THE TIME TO COMPLETE THIS QUESTIONNAIRE**

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RECEIVED  
20/10/19



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Overall Company Impression	<input checked="" type="radio"/> 5	<input type="radio"/> 4	<input type="radio"/> 3	<input type="radio"/> 2	<input type="radio"/> 1

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.....  
.....

**4. Was there someone who was particularly helpful, who you would like to mention?**

.....

Reason .....

**5. Would you be confident to recommend us to others?**

YES/NO

**6. Any other comments?**

.....  
.....

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please tick if you do not want us to share your comments



**YOUR OPINION MATTERS TO US**

As a company, we strive to improve on the levels of service given to all our customers. Your opinions will help us in our commitment to raise standards in the stairlift industry. We would very much appreciate if you could take five minutes to complete the questions below and return it to us in the prepaid envelope provided.

1. What type of equipment did you have installed? (PLEASE CIRCLE)

Stairlift Curved	<b>Stairlift Straight</b>	Hoist	Through Floor Lift	Wheelchair Platform Lift
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2. How do you rate the performance of this company, with regard to the following?  
(5 = excellent, 4 = very good, 3 = good, 2 = fair, 1 = poor) - PLEASE CIRCLE

Quality of information received from Surveyor (Survey/Design)	<b>5</b>	4	3	2	1
Standard of Service received from Installation Team	<b>5</b>	4	3	2	1
Quality of Goods Provided	<b>5</b>	4	3	2	1
Overall Company Impression	<b>5</b>	4	3	2	1

3. We would appreciate any comments with regards to the service whether positive or opportunities for us to improve?

*Both of your employees were helpful!*

4. Was there someone who was particularly helpful, who you would like to mention?

*No one in particular - both*

Reason *pleasant & efficient*

5. Would you be confident to recommend us to others?

**YES/NO**

6. Any other comments?

*[Handwritten mark]*

**MANY THANKS FOR TAKING THE TIME TO COMPLETE THIS QUESTIONNAIRE**

please tick if you do not want us to share your comments