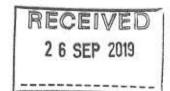
Wheelchair Platform Lift



#### YOUR OPINION MATTERS TO US

Stairlift Curved



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.

10.00		
1.	What type of equipment did you have installed? (PLEASE CIRCLE)	

Through Floor Lift

Hoist

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

Stairlift Straight

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	01	(5)	4	3	2	1

3.	We would appreciate any comments with regards to the service whether positive or opportunities for us to improve?
	KROWD SURVEYER TO KITTER, THEY WERE ALL FERFET
4.	Was there someone who was particularly helpful, who you would like to mention?  THE FITER WAS SUPERB
	Reason THE PROVE FETT NO MESS.
5.	Would you be confident to recommend us to others?
6.	Any other comments?
	***************************************

MANY THANKS FOR TAKING THE TIME TO COMPLETE THIS QUESTIONNAIRE





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.

						41.000000000000000000000000000000000000	
1.	What type of	equipment	did you	have	installed?	(PLEASE	CIRCLE)

ż				
	Stairlift Curved Stairli	ft Straight Ho	ist Through F	loor Lift Wheelchair Platform Lift
		Saled advisor States	(poets)	

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

1000				
5	4	3	2	1
5	4	3	2	1
5	4	3	2	1
5/	4	3	2	1
	5 5 5	5 4 5 4 5 4 5 4	5 4 3 5 4 3 5 4 3 5 4 3	5 4 3 2 5 4 3 2 5 4 3 2 5 4 3 2

3.	We would appreciate any comments with regards to the service whether positive or opportunities for us to improve?
	No improvement nearent on
4.	Was there someone who was particularly helpful, who you would like to mention?
	Port 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?
	· Ifil ind you thin beraely you

MANY THANKS FOR TAKING THE TIME TO COMPLETE THIS QUESTIONNAIRE





#### YOUR OPINION MATTERS TO US

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

Stairlift Curved	Stairlift Straight	Hoist	Through Floor Lift	Wheelchair Platform Lift
------------------	--------------------	-------	--------------------	--------------------------

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)	(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?
	Believe me your company does not need
4.	Was there someone who was particularly helpful, who you would like to mention?
	yes, The man that installed it but court remarks in
	Reason Went through everything with me.
5.	Would you be confident to recommend us to others?
6.	Any other comments?
	The stairlest has been a godsend to me

MANY THANKS FOR TAKING THE TIME TO COMPLETE THIS QUESTIONNAIRE





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

Stairlift Curved	Stairlift Straight	Hoist	Through Floor Lift	Wheelchair Platform Lift
------------------	--------------------	-------	--------------------	--------------------------

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)	.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?  EVERY BODY ORGERT FROM START
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?

MANY THANKS FOR TAKING THE TIME TO COMPLETE THIS QUESTIONNAIRE





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

Stairlift Curved	Stairlift Straight	Hoist	Through Floor Lift	Wheelchair Platform Lift
	Stairlift Curved	Stairlift Curved Stairlift Straight	Stairlift Curved   Stairlift Straight   Hoist	Stairlift Curved   Stairlift Straight   Hoist   Through Floor Lift

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

3.	We would appreciate any comments with regards to the service whether positive or opportunities for us to improve?
	EVELYONE WAS VERY GOOD COURTEOUS, APRIVED WHEN THEY SAID THEY WOULD
	DID THE JOB PROMPTH & 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 LE-CONDITIONED CHAIR LOHICH ALLIVED FASTE, THAN DE EXPECTED, WHICH DAS AN ABSOLUTE Would you be confident to recommend us to others? YES/NO BONDS.
5.	Would you be confident to recommend us to others? YES/NO 60NUS
6.	Any other comments?

MANY THANKS FOR TAKING THE TIME TO COMPLETE THIS QUESTIONNAIRE





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1	What type of	aguinment	did you	1 have	inetalled?	DIFACE	CIRCLE
4.0	will at type of	equipment	ulu yu	Have	mistaneur	(L FFW2F	CINCLE

Stairlift Curved (	Stairlift Straight	Hoist	Through Floor Lift	Wheelchair Platform Lift
Stanini Cui veu	Stan mit Straight	11015	Timough Floor Ent	Atticcidital Linesatill File

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)	(	5	4	3	2	1
Standard of Service received from Installation Team		(3)	4	3	2	1
Quality of Goods Provided	1	到	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?  16 Noto For EMPROVEMENTS, from the Sonego To THE ENGINEER. ALL EXCELENT
	TO THE ENGINEER, ALL EXCELENT
4.	Was there someone who was particularly helpful, who you would like to mention?
	OUR ENGINEER MAS PLOOTING GLOUD
	Reason Explained auraTHING TITT LAN HARROWING
5.	Would you be confident to recommend us to others?
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

Wheelchair Platform Lift





## YOUR OPINION MATTERS TO US

Stairlift Curved

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.

apprec	iate if you could	I take five	minutes to	complete	the	questions	below	and	return	it to	us ir	i the
prepai	d envelope provi	ded.										
1.	What type of e	quipment	did you ha	e installed	? (PI	EASE CIRC	LE)					

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

Hoist

Stairlift Straight

(5)	4	3	2	1
(5)	4	3	2	1
(5)	4	3	2	1
(5)	4	3	2	1
	5 5	5 4 5 4 5 4	5 4 3 5 4 3 5 4 3 5 4 3	5 4 3 2 5 4 3 2 5 4 3 2 5 4 3 2

Through Floor Lift

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?
1	HOTERIM-From the PHONE Call were Made to the Installation Reason All News Good
5.	Would you be confident to recommend us to others?  YES/100-
6.	Any other comments?

MANY THANKS FOR TAKING THE TIME TO COMPLETE THIS QUESTIONNAIRE



## 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 cor	nmitment	to rais	e standa	ards in	the st	tairlift	industry	. We	would	very	much
apprecia	te if you	could	take five	minute	s to com	plete t	he que	estions	below	and ret	turn it	to us	in the
prepaid (	envelope	e provid	ded.										

					1	
heelchair Platform	Whee	Floor Lift	Through	Hoist	Stairlift Straight	Stairlift Curved
neelch	Whee	Floor Lift	Through	Hoist	Stairlift Straight	Stairlift Curved

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

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

Quality of information received from Surveyor (Survey/Design)	(5)	4	3	2	1
Standard of Service received from Installation Team	(3)	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?	

146	SURVEYOR	ROMU	TROUGHT	THE	JOB THRO	UCH AUD	CHAR	LIST WA	S BACCUST
	INSTAURR.								

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

OFFICE &	A	Pashing	TAUS	FURNAG	D	TA	TIME	of	New
Reason	WAS	Requi	RING	1115	Cost	MY	MeBus	r.Y	

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



6. Any other comments?

I COULD ONLY BECOMMEND ADVANCED, THEY

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





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.

4	Miles toma at		Challested avectors	INITACE CIRCLE
1.	what type of	equipment ala	you have installed?	(PLEASE CIRCLE)

Stairlift Curved	Stairlift Straight	Hoist	Through Floor Lift	Wheelchair Platform Lift

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)	(3)	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?
	The book' were levely and first for on with a
4.	Was there someone who was particularly helpful, who you would like to mention?
	She can't remember. They were ALL nice
	Reason ho complants the said
5.	Would you be confident to recommend us to others?
6.	Any other comments?

MANY THANKS FOR TAKING THE TIME TO COMPLETE THIS QUESTIONNAIRE



RECEIVED 1.5 AUG 2019

#### 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 Stairlift Straigh	t Hoist	Through Floor Lift	Wheelchair Platform Lift
------------------------------------	---------	--------------------	--------------------------

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)	1	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?

YOU DO A EXCELLENT SERVICE CANNOT FAILT YOU I WOULD RECCOMEND 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 LIERY REDSHRING AND DID THE JOB QUEEKLY VERY PLEASANT

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

YES/NO

6. Any other comments?

I CHNNOT FAULT THIS COMPANY THEY MADE SURE I

# MANY THANKS FOR TAKING THE TIME TO COMPLETE THIS QUESTIONNAIRE

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





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?	(DI EACE CIDCLE)
	will at type of	equipment and	you mave mistaneur	IL FEWSE CIVICEE

Stairlift Curved	Stairlift Straight	Hoist	Through Floor Lift	Wheelchair Platform Lift
------------------	--------------------	-------	--------------------	--------------------------

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)	(5)	4	3	2	1
Standard of Service received from Installation Team	(5)	4	3	2	1
Quality of Goods Provided	(3)	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?
	VERY HARRY WITH EVRYTHING
	Was there someone who was particularly helpful, who you would like to mention?
	PAUL 2 ENGINEER
	Reason but EAE SO HELPEULL
5.	Would you be confident to recommend us to others?
6.	Any other comments?
	LAPPECIATED HOW BUSEN JOU HUERE A ABLE TO PUTION MY STAGREST

MANY THANKS FOR TAKING THE TIME TO COMPLETE THIS QUESTIONNAIRE

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.

	Stairlift Curved	Stairlift Straight	Hoist	Through Floor Lift	Whe	elcha	ir Plat	tform	Lift
2				npany, with regard to , 1 = poor) - PLEASE		lowin	g?		
	Quality of informati		-	Contract to the Party of Contract of Contr	5	4	3	2	1
	Standard of Service		Illation T	eam	(5)	4	3	2	1
-	Quality of Goods Pro Overall Company In				(5)	4	3	2	1
3	. We would apprec	late any comments	with reg	ards to the service w	10	1	100,000	2	
3	. We would apprec	late any comments	with reg	ards to the service w	10	1	100,000		1
4	. We would apprece opportunities for	iate any comments us to improve?  ne who was particu	larly help	oful, who you would of fitted the on were a	hether	position	on?	y B	) ************************************

MANY THANKS FOR TAKING THE TIME TO COMPLETE THIS QUESTIONNAIRE





# 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 ou	ır commitme	nt to raise	standards	in the	stairlift industry	We would	very much
appreciat		could take fiv				estions below		
	N							

	Stairlift Curved	Stairlift Straight	Hoist	Through Floor Lift	Whe	elcha	ir Pla	tform	Lift
		마음[19] [18] [18] HONE HONE HONE HONE HONE HONE HONE HONE		npany, with regard t r, 1 = poor) - PLEASE		lowin	g?		
	THE RESERVE THE PERSON NAMED IN COLUMN TWO IS NOT THE PERSON NAMED IN COLUMN TWO IS NAMED IN COLUMN TWO I	ion received from S	DOLD STORY OF THE REAL PROPERTY.	THE RESERVE AND THE PARTY OF TH	1/5	4	3	2	1
-	White the Paris Committee	received from Insta	llation T	eam	E 5	4	3	2	1
_	uality of Goods Pr verall Company In				5	4	3	2	1
. 1	We would appred	ciate any comments us to improve?	- 7	ards to the service v				2	
. 1	We would appred	ciate any comments us to improve?	- 7	ards to the service v	hether	positi	ve or		1
	We would appred opportunities for VERY	iate any comments us to improve?  HART WI	TH larly heli	EURRY [H pful, who you would 114 W AS	whether	positi nenti	ve or	iel	ą. ·
	We would appred opportunities for VERY	iate any comments us to improve?  HART WI	TH larly heli	EU-ERY [H	whether	positi nenti	ve or	iel	ą. ·

MANY THANKS FOR TAKING THE TIME TO COMPLETE THIS QUESTIONNAIRE





#### YOUR OPINION MATTERS TO US

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<ol> <li>What type of equipment</li> </ol>	t did you have i	nstalled? (PLEASE	CIRCLE)
--	------------------	-------------------	---------

Stairlift Curved	Stairlift Straight	Hoist	Through Floor Lift	Wheelchair Platform Lift

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)	(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?
	Fitter was very good
4.	Was there someone who was particularly helpful, who you would like to mention?
	Files
	Reason . He done a good job and was very chearful
5.	Would you be confident to recommend us to others?
6.	Any other comments?

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





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

Stairlift Curved	Stairlift Straight	Hoist	Through Floor Lift	Wheelchair Platform Lift
------------------	--------------------	-------	--------------------	--------------------------

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)	(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?
	THE SERVICE WAS CREAT
4.	Was there someone who was particularly helpful, who you would like to mention?
	THE MAN WHO INSTALED IT
	Reason ALL THE NUTS AND BOLTS VENTING THE RIGHT PLACE HE MADE IT LOOK SO EASY
5.	Would you be confident to recommend us to others?
6.	Any other comments?
	IT IS A CREAT HELP TO HE IM NOT OUT OF BREATH AT THE TOP OF THE STAIRS. THANKYOU FOR THAT

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

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





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

Stairlift Curved	Stairlift Straight	Hoist	Through Floor Lift	Wheelchair Platform Lift
------------------	--------------------	-------	--------------------	--------------------------

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)	57	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.	opportunities for us to improve?
	ALL WELL DONE
4.	Was there someone who was particularly helpful, who you would like to mention?
	ENGINEER POINTE & HEIPFUL
	Reason
5.	Would you be confident to recommend us to others?
6.	Any other comments?
	Very happy with new staidlift.

MANY THANKS FOR TAKING THE TIME TO COMPLETE THIS QUESTIONNAIRE







## YOUR OPINION MATTERS TO US

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

			SP:
Stairlift Straight	Hoist	Through Floor Lift	Wheelchair Platform Lift
	Stairlift Straight	Stairlift Straight Hoist	Stairlift Straight Hoist Through Floor Lift

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

(5)	4	3	2	1
(5)	4	3	2	1
(5)	4	3	2	1
(5)	4	3	2	1
	(5) (5) (5)	5 4 5 4 5 4	5 4 3 5 4 3 5 4 3	5 4 3 2 5 4 3 2 5 4 3 2 5 4 3 2

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

MANY THANKS FOR TAKING THE TIME TO COMPLETE THIS QUESTIONNAIRE





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)

		2		
Stairlift Curved	Stairlift Straight	Hoist	Through Floor Lift	Wheelchair Platform Lift
		3		

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)	(53)	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?
	150th of your Employees were Rolpfull.
	. 04
4.	Was there someone who was particularly helpful, who you would like to mention?
	n - ' h + ' 1 2 2 2 2 5
	no are in pasticulat - Poth
	Planant 4 Steriost
	Reason TOO DOTAL TO THE PROPERTY OF THE PROPER
	0
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