

Customer satisfaction Questionnaire

Ref:00042 - v1

alpha LED

The serious LED choice

Projection Lighting is grateful for any comments and takes customer feedback very seriously.

Please provide contact details if a direct response is required. Include a contact telephone number, email address and any invoice, quote or project reference if know.

Contact Details, (if response is required):

What is your position? Mark with an 'X'

- Architect
- Specifiers
- End User
- Contractor
- Other

How did you hear about the Alpha Led range?

Mark with an 'X'

- You are an existing customer
- Direct Sales Contact
- Web Search
- Magazine Advertising
- Lighting Exhibition
- Recommendation
- Other

What were your purchase priorities? Mark with an 'X'

- Long Life
- Energy Efficiency
- Quality of Light
- Environmentally Friendly
- Value for money
- Availability
- Other

Rate your purchase experience in the following areas by marking the number that corresponds to your level of satisfaction.

Communications with head office and sales ----- [Very Unsatisfied (1 , 2 , 3 , 4 , 5 , 6 , 7 , 8 , 9 , 10) Very Satisfied]

Specification / Quote / Order Process ----- [Very Unsatisfied (1 , 2 , 3 , 4 , 5 , 6 , 7 , 8 , 9 , 10) Very Satisfied]

Delivery time and accuracy ----- [Very Unsatisfied (1 , 2 , 3 , 4 , 5 , 6 , 7 , 8 , 9 , 10) Very Satisfied]

Overall Product satisfaction ----- [Very Unsatisfied (1 , 2 , 3 , 4 , 5 , 6 , 7 , 8 , 9 , 10) Very Satisfied]

How could we further improve your overall purchase experience or product?

Please return to the **Projection Lighting QA department** by post, Fax or Email.

Fax: 0161 872 6869 or Email: qa@projectionlighting.co.uk

Seeing is believing.

www.alphaLED.co.uk



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