

CUSTOMER FEEDBACK REQUEST

Thank you for purchasing **Prairie View Industries** products. We appreciate you taking the time to answer our survey. As we provide our products exclusively to dealers, please be sure to indicate where you purchased our product so we can evaluate how well our dealers are performing, how informed they are of our product line and most importantly how they treat you. Please return the form to Prairie View Industries, Attn: Quality Control, PO Box 575, Fairbury, NE 68352-0575 or fax to: (402) 729-4058. Please call 800-554-7267 Ext. 275 if you wish to speak directly to our Quality Control dept regarding any concerns, complaints or compliments.

General Questions:

1. Date of Survey: _____
2. Your Name: _____
3. Dealer you purchased from: _____
4. Salesperson _____
5. Telephone Number: _____ Fax Number _____
6. E-mail address: _____
7. Which **Prairie View Industries** products did you purchase: _____
8. How did you find our product? Internet _____ Catalog _____ Friend _____ Tradeshow _____ Other _____

	Excellent	Above Average	Average	Poor	Very Poor	N/A
Product / Service Literature						
Is catalog information / data accurate?	5	4	3	2	1	
Is catalog information / data easy to understand?	5	4	3	2	1	
Are technical specifications accurate?	5	4	3	2	1	
Are technical specifications easy to understand?	5	4	3	2	1	
Comments:						
Ordering Process						
Rate the relative ease of ordering products/services?	5	4	3	2	1	
Was the Customer service staff knowledgeable about products?	5	4	3	2	1	
Was the Customer service staff courteous at all times?	5	4	3	2	1	
How well were you kept informed of any product/service delays?	5	4	3	2	1	
Comments:						
Product Quality						
Does Product perform as expected?	5	4	3	2	1	
Rate the Products Fit and Finish	5	4	3	2	1	
Rate the Products workmanship	5	4	3	2	1	
Comments:						
Product Receipt						
Did your order arrive on time as promised?	5	4	3	2	1	
Were products adequately protected from damage during shipment?	5	4	3	2	1	
Was a Packing List or other shipping records enclosed?	YES			NO		
Did directions/instructions for use accompany the product?	YES			NO		
Were directions/instructions for use accurate and easy to understand?	5	4	3	2	1	
Comments:						
Product Returns / Warranty Claims						
Was the Product Return Policy clear, accurate and easy to understand?	5	4	3	2	1	
Was the Warranty Claim Policy clear, accurate and easy to understand?	5	4	3	2	1	
Comments:						

*Please make any additional comments or suggestions on back.