Customer Satisfaction Survey

1. Overall, how satisfied or dissatisfied are you with our company?

* Very satisfied
* Somewhat satisfied
* Neither satisfied nor dissatisfied
* Somewhat dissatisfied
* Very dissatisfied

1. Which of the following words would you use to describe our products? Select all that apply.

* Reliable
* High quality
* Useful
* Unique
* Good value for money
* Overpriced
* Impractical
* Ineffective
* Poor quality
* Unreliable

1. How would you rate the quality of our products? Please choose one.

* Very high quality
* High quality
* Neither high nor low quality
* Low quality
* Very low quality

1. How would you rate the value for money of our products?

* Excellent
* Above Average
* Average
* Below average
* Poor

1. How responsive have we been to your questions or concerns about our products?

* Extremely responsive
* Very responsive
* Moderately responsive
* Not so responsive
* Not at all responsive
* Not applicable

1. How long have you been a customer of our company?

* This is my first purchase
* Less than six months
* Six months to a year
* 1-2 years
* 3 or more years
* I haven’t made a purchase yet

1. How likely are you to purchase any of our products again?

* Extremely likely
* Very likely
* Somewhat likely
* Not so likely
* Not at all likely