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