



CUSTOMER SATISFACTION SURVEY

In an ongoing effort to improve our service and products, we would appreciate your opinion. Please answer the questions below and return this questionnaire per fax: +33 4 78 91 05 09 or per email: info@reveyron.com.

You are:

Very Dissatisfied ☹️☹️
Satisfied 😊

Dissatisfied ☹️
Very Satisfied 😊😊

What is your satisfaction level with our company?

(Check the box)

Criteria	Satisfaction Level				In your opinion, these criteria are	Importance of criteria		
	☹️☹️	☹️	😊	😊😊		Not very important	Important	Very important
Phone reception					⇒			
Sales department availability					⇒			
Rapidity of answers					⇒			
Quality of answers					⇒			
Quality of technical advice					⇒			
Visit frequency of our salesmen					⇒			
Easy understanding of our brochures and catalogues					⇒			

What is your satisfaction level with our services ?

(Check the box)

Criteria	Satisfaction Level				In your opinion, these criteria are	Importance of criteria		
	☹️☹️	☹️	😊	😊😊		Not very important	Important	Very important
Proposed delivery time					⇒			
Respect of the delivery time					⇒			
Quality of service of the carrier					⇒			
Packing quality					⇒			
Easy use of our Internet webpage: www.reveyron.com					⇒			

What is your satisfaction level with our products ?

(Check the box)

Criteria	Satisfaction Level				In your opinion, these criteria are	Importance of criteria		
	☹️☹️	☹️	😊	😊😊		Not very important	Important	Very important
The diversity of our product range					⇒			
Technical quality of our products					⇒			
Quality of our product's finish: cleanliness and overall aspect					⇒			
Easiness to joint our belts and/or to fit accessories					⇒			
Quality of our products					⇒			
The quality-price ratio of our products					⇒			

Comments, please feel free to add any comments and feedback :

Company :

Phone :

Contact :

E-mail :

Thank you for answering this questionnaire.