



EVERETT INDUSTRIES, INC.
SEVERIT / WITH EVERETT

CUSTOMER SATISFACTION SURVEY

P.O. Box 2068 • Warren, OH 44484 • Phone: 800-637-7297 • Toll Free Fax: 800-327-8288
 info@everettindustries.com • www.everettindustries.com



ORDERING PROCESS

	Poor	Average	Above Average	Excellent	N/A
Are your phone calls processed quickly and efficiently?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Rate the relative ease of ordering our products:	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Was the customer service staff knowledgeable about our products?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How well were you kept informed of any product shipping delays?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Comments: _____

CUSTOMER SERVICE

	Poor	Average	Above Average	Excellent	N/A
Are our sales reps or distributors professional & courteous?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Rate our sales reps or distributors in calling or seeing you on a regular basis?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Rate our sales and/or distributor reps in responding to inquiries, orders or service needs:	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Timing of quote turnaround:	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Are the products you purchased from us at a competitive price range?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Comments: _____

OVERALL EXPERIENCE

	Poor	Average	Above Average	Excellent	N/A
Quality of the product you purchased:	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Rate the time it took for you to receive your product:	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Rate your overall experience with Everett Industries, Inc.:	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Comments: _____

	Yes	No	Unsure
Was the product you purchased billed at the agreed or quoted price?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Do you plan on purchasing products from us in the future?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Did you know that you can buy replacement wheels from us for your cut-off machine?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Are there any changes or additions to our products or services that we can make to better satisfy you?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Comments: _____

PLEASE PRINT, COMPLETE AND FAX BACK TO 800-327-8288.

Thank you for taking the time to give us your thoughts.

Bill Everett - President

 SERIAL NUMBER OF PRODUCT PURCHASED