

How are we doing?

At Formkraft we listen to all our customers. Our aim is continuous improvement through service.

Please print off, complete and return this form to us by fax at 0114 276 9977. Thank you for taking the time to communicate with us and we look forward to receiving your feedback.

Name _____ Company Name _____

Who is your main contact at Formkraft? _____

- 1. How would you rate you the level of service that you experience when calling in to Formkraft?**

Poor Average Good Excellent

Comments _____

- 2. How would you rate the delivery service provided by Formkraft?**

Poor Average Good Excellent

Comments _____

- 3. If you have ever had to return goods to Formkraft, how was the overall experience for you?**

Easy Average Difficult Never returned anything

Comments _____

- 4. On the following scale, how do you rate your overall trading relationship with Formkraft?**

Poor Average Good Excellent

Comments _____

- 5. What improvements would you like to see Formkraft make in the future in terms of customer service?**

Would you be happy for Formkraft to contact you directly for a comment on our service?

Yes No