

## Customer Satisfaction Feedback

Customer Satisfaction feedback is a critical part of REID’s Quality System and our Development Innovation process. We would appreciate a few minutes of your time to complete the following 5 questions and add your comments.



**If you would care to speak to someone at REID personally, please contact:**

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		Not at all					Delighted
<b>1</b>	<b>How satisfied are you with your REID lifting system?</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>
	If you have not scored us with a "6", what can we do to improve?						
<b>2</b>	<b>How satisfied are you with your experience dealing with REID Lifting?</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>
	If you have not scored us with a "6", what can we do to improve?						

		Not at all					Delighted
<b>3</b>	<b>How likely are you to buy from us again?</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>
	If you have not scored us with a "6", why not?						
<b>4</b>	<b>Would you recommend our company to another?</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>
	If you have not scored us with a "6", why not?						
<b>5</b>	<b>What else can we do to develop or improve our products and customer service offering?</b>						

Please provide the following details:	
Company:	Contact Name:
System:	Contact Email:
System Serial Number:	Contact Phone Number:

Please return to the address below: