



Copperled Technology Co.,Ltd

Customer Satisfaction Questionnaire

No.: CPL-XXX

Company Name			
ADD.			
Tel.		Contact Person	

Dear XXX:
 Thanks for your long time supporting and concerning!
 In our continuing efforts to better serve and make our quality, shipment match your needs mostly, we'd like to ask you a few questions regarding the quality, price and service.
 In appreciation for your time and participation, each customer who completes the survey will be gained a discount with US\$100 for the first order in XXX.
 Your responses will greatly assist me in ensuring that Copperled provides the best service to you.
 Thank you for your time and consideration.

1.Product Quality: (Multiple Choice)
 (1) Which do you value most when you purchase a good quality product?
product itself company reputation company strength company after-sale service

 (2) Which quality indicators do you pay more attention to?
designs technics stability _____ (others)

 (3) Are you satisfied with our design?
very satisfied moderate not satisfied

 (4) Are you satisfied with our packing?
very satisfied moderate not satisfied
Your comments or suggestion on this: _____

 (5) What do you think of our quality?
excellent very good fair poor very poor
Your comments or suggestion on this: _____

2.Product Price
 (1) Compared with other suppliers, what do you think of our price?
pretty low low almost same high higher

 (2)Compared with other suppliers, do you think ours gains high cost-effective?
pretty high high almost same lower than others pretty lower than others



Copperled Technology Co.,Ltd

Your comments or suggestion on this: _____

3.Service

(1) What do you think of our service?

① before sale service: excellent very good fair poor

② sale service: excellent very good fair poor

③ after-sale service: very good fair poor

Your comments or suggestion on this: _____

(2) Do you think our products are very popular in your market?

very popular fair no

Your comments or suggestion on this: _____

(3) Which do you think affects the market most?

brand popularity product quality service price _____ (others)

(4) What about our sale policy?

excellent very good good poor disappointed

Your comments or suggestion on this: _____

(5) Do you satisfied with our service for your feedback?

① timeliness: excellent, quick response to our feedback

good, response within one day after we feedback

poor, comes too late

② dealing result: excellent fair poor

(6) What do you think of our shipment:

excellent, shipped earlier sometimes always on time delays sometime

Your other comments and suggestions:

Signature: _____

Date: _____