

CUSTOMER QUALITY SURVEY

Please mail or fax this form to the address at right
or click Email Form below to submit as an email attachment.

Farber Specialty Vehicles
7052 Americana Parkway
Reynoldsburg, OH 43068
(614) 863-6470 Office
(800) 331-3188 Toll Free
(614) 759-2098 Fax



Farber Specialty Vehicles (FSV) strives to produce World Class products for its customers. In the spirit of continuous improvement, we request that you, our much appreciated customer, let us know your impressions of these products and services, to help us better understand and respond to your needs. Please take the few minutes required to fill out the following survey and mail or fax back to Farber Specialty Vehicles so we can continue to serve you!

Your Name (Optional)

Your Email (Optional)

Your Company's Name (Optional)

We welcome your comments and constructive criticism

	Extremely Excellent	Good	Below Good	Average	Poor
Overall Product Functionality	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overall Attention to Detail - Exterior	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overall Attention to Detail - Interior	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
Product was delivered to me on time.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
FSV was responsive to my requirements and concerns.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I received everything I ordered/expected	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
FSV was easy to do business with.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
FSV did a good job describing and/or training the product	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
FSV pricing is competitive.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Excellent	Very Good	Good	Below Average	Poor
Rate the overall quality of your relationship with FSV	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

What did you most enjoy about working with us? _____

What did you least enjoy about working with us? _____

Please list any other ideas/comments/concerns: (continue on back if necessary) _____

How likely are you to repurchase products and/or services from Farber Specialty Vehicles? Likely Unlikely

Please check here if we can use your comments in promotional materials including our website: Yes

Thank you for taking the time to let us know how we rate with you, our valued customer. While surveys can be bothersome to fill out, they represent a great opportunity for you to let us know what things you'd like to see changed or improved. From basic product design right down to the way we mail your invoices, we'd like to know what can do better. We truly appreciate your business and we're willing to work hard to keep you a loyal Farber Specialty Vehicles customer.

Sincerely,

The Farber Specialty Vehicles Team