



Express Fire Equipment Ltd.  
Customer Feedback Form 2009

**Ordering:**

How often do you order from Express Fire Equipment Ltd?	Daily	Weekly	Monthly	Less often

How do you place your order?	Phone	Fax	Email	Collect

How do you rate the overall experience of placing orders?	Very Good	Good	Average	Poor

Is there anything that we can do to improve the ordering process?

**Products and services:**

Overall, how do you rate the following:	Very Good	Good	Average	Poor
Range of products and services				
Availability of products and services				
Quality of products and services offered				
Quality approvals of products and services offered				
Speed of dispatch				
Staff knowledge/support offered				
Any other comments:				

**Deliveries:**

Overall, how do you rate the following:	Very Good	Good	Average	Poor
Choice of delivery options (2-3day/next day etc.)				
Value for money of deliveries				
Value of orders placed for carriage paid delivery				
Packaging of deliveries				
Condition of goods received				
Delivery by couriers				
Any other comments:				

**Pricing and invoicing:**

Overall, how do you rate the following?	Very Good	Good	Average	Poor
Value for money of products and services				
Pricing structures (including quantity discounts)				
Range of special offers				
Accuracy of invoices				
Timely receipt of invoices and statements				
Dealings with Cattles Invoice Finance				
Any other comments:				

**About Express Fire Equipment Ltd:**

Are you aware of the following?	Yes	No
Express Fire has a trade counter at our Manchester headquarters		
Express Fire is an ISO registered company		
Express Fire is the UK supplier of the TOTAL brand of Fire Extinguishers		
Express Fire stocks over 3,500 products		
Express Fire publishes a bi-annual newsletter		
All product information including MSDS are available via our website		

**Customer comments:**

	Yes	No
Have you ever had to contact us to resolve an outstanding matter?		
Was the matter resolved to your satisfaction?		
Please can you provide any further relevant information relating to the complaint and resolution?		

Is there anything that we can do to improve our services to you?

--