

Advanced Concept Distribution, Inc.

Customer Satisfaction Survey



Please take a few moments to help us at ACD to better understand your recent experience with us by filling out this Customer Satisfaction Survey. You will be helping us to better serve you, our valued customer, in the future.

Thank you!

How did you hear about us?

- Professional Door Dealer Magazine Our Website Zap Control's Website
 Facebook Twitter Referral (by whom?) _____
 Regional Show (what show?) _____
 Other _____
-

What type of product did you purchase? (Please check all that apply)

- Zap Operator Zap Accessories Linear Operator Linear Radio Equipment
 Door & Operator Accessories (i.e. pusher springs, cable safes, wall stations)
-

Why did you choose ACD? (Please check all that apply)

- Reputation Knowledge of the Product Price Product Quality
 24/7 Technical Service Same Day Shipping Live Person Answering the Phone
-

How satisfied were you with your initial contact with us?

- Very Satisfied Somewhat Satisfied Somewhat Dissatisfied Very Dissatisfied
-

If you received technical assistance, how satisfied were you with our service?

- Very Satisfied Somewhat Satisfied Somewhat Dissatisfied Very Dissatisfied
-

How satisfied were you with the quality of the products you purchased?

- Very Satisfied Somewhat Satisfied Somewhat Dissatisfied Very Dissatisfied

How satisfied were you with the knowledge of our sales staff?

Very Satisfied Somewhat Satisfied Somewhat Dissatisfied Very Dissatisfied

Will you purchase from us again? Yes No

Please tell us why you would or would not purchase from us again.

Would you refer us to one of your colleagues? Yes No

Please tell us why you would or would not refer us to one of your colleagues.

Please tell us how we can improve your experience with us in the future.

Additional Comments:

Please list your contact information below.

Company Name _____

Your Name _____

Phone # _____

Email _____

Thank you for investing some of your valuable time in helping us achieve the level of customer service that you deserve.

Michael Tyler – Sales Manager

Advanced Concept Distribution Inc

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Ph #866-860-6927

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Email sales@acd-usa.com

Please return this survey with your payment, via email, or fax listed above – Thanks!