



Customer Satisfaction Survey

Many thanks for purchasing an Oxford Technical Solutions product. We hope that this product gives you many years of use. While you are becoming familiar with the product, or throughout the life of the product, we would love to hear feedback from you. We conduct regular updates to the product and any information you supply will help us make the product easier and more effective for you to use. If you can spare the time, please consider the following questions and fax them back to us. If you only want to provide answers to some of the questions then these will still be useful to us.

When scoring use '1' to indicate that you were disappointed, disagree or poor and '4' to say that you were very pleased, agree or good.

1. Which Product(s) have you received?

2. Shipping, Packing and Presentation

Score	1	2	3	4
Did the product arrive on time?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Did the product arrive to you with the packaging undamaged?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Were all of the components you expected in the box?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

3. Ease of Installation and Operation

Score	1	2	3	4
Did you find the product easy to install?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Was the software easy to use and intuitive?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Did you find the documentation easy to understand?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Once installed, did you find the operation of the product easy?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

4. Performance

Score	1	2	3	4
Is the product giving the performance that you expect?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

5. Overall Satisfaction

Score	1	2	3	4
Are you pleased with the product?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

6. Additional Comments

If you would like us to contact you with regards to your survey please can you provide contact details.

Name

Email

Telephone

Other

Please fax this form back to +44 1869 238 016

If you prefer to email your comments or scores then please send them to support@oxts.co.uk