

Please return to: Fax- (630) 585-2505  
 Email- mirella.bryant@philips.com



### CUSTOMER SATISFACTION SURVEY

<b>Name:</b>		<b>Title:</b>	
<b>Company:</b>		<b>Date:</b>	

	<i>Unacceptable</i>	<i>Needs Improvement</i>	<i>Meets Expectations</i>	<i>Exceeds Expectations</i>	<i>N/A</i>											
<b>Quality</b> <span style="float: right;"><i>Check One Per Question</i></span>																
1.) How well did the product Dunlee provided meet your requirements?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>											
2.) How do you rate the initial quality of Dunlee products?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>											
3.) How do you rate the reliability of Dunlee products over their life cycle? (Please provide specific information if available.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>											
<b>Products and Services</b>																
4.) How do you rate the value of Dunlee products compared to the competition?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>											
5.) How well does Dunlee ship within your required time frame?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>											
6.) How well does Dunlee's packaging perform?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>											
<b>Sales and Support</b>																
7.) How do you rate the quality of service from the customer support representatives?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>											
8.) How do you rate the quality of post sale technical support?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>											
9.) How do you rate the promptness of Dunlee's response to your calls for technical support?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>											
10.) How do you rate the quality of the technical documentation?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>											
<b>Marketing</b>																
11.) How informative are Dunlee's Twitter, Facebook and LinkedIn accounts?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>											
12.) How informative and user friendly are the catalogs, datasheets, brochures and price book?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>											
13.) How easy is it to navigate the Dunlee website?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>											
14.) How helpful is the Dunlee App?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>											
<b>Finance</b>																
15.) How well do Dunlee payment terms compare to those of their competitors?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>											
16.) How do you rate the accuracy of Dunlee invoices?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>											
17.) How do you rate the promptness of credits being issued?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>											
<b>Loyalty</b>																
18.) Based on your experience with this product, how likely are you to recommend Dunlee to a friend, relative or colleague?																
<i>Extremely Unlikely</i>					<i>Neutral</i>					<i>Extremely Likely</i>	<i>N/A</i>					
0 <input type="checkbox"/>	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	6 <input type="checkbox"/>	7 <input type="checkbox"/>	8 <input type="checkbox"/>	9 <input type="checkbox"/>	10 <input type="checkbox"/>	<input type="checkbox"/>					
19.) How likely are you to buy additional products from us in the future?																
<i>Extremely Unlikely</i>					<i>Neutral</i>					<i>Extremely Likely</i>	<i>N/A</i>					
0 <input type="checkbox"/>	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	6 <input type="checkbox"/>	7 <input type="checkbox"/>	8 <input type="checkbox"/>	9 <input type="checkbox"/>	10 <input type="checkbox"/>	<input type="checkbox"/>					
20.) Overall, how satisfied are you with Dunlee?																
<i>Extremely Unsatisfied</i>					<i>Neutral</i>					<i>Extremely Satisfied</i>	<i>N/A</i>					
0 <input type="checkbox"/>	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	6 <input type="checkbox"/>	7 <input type="checkbox"/>	8 <input type="checkbox"/>	9 <input type="checkbox"/>	10 <input type="checkbox"/>	<input type="checkbox"/>					
21.) Rate the importance of the following items: (The sum of your ratings for all four categories must equal 10)	<i>Price/Warranty</i>		<i>N/A</i>		<i>Delivery</i>		<i>N/A</i>		<i>Reliability</i>		<i>N/A</i>		<i>Tech Support</i>		<i>N/A</i>	
	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
22.) How did you hear about Dunlee? website <input type="checkbox"/> advertisement <input type="checkbox"/> social media <input type="checkbox"/> tradeshow <input type="checkbox"/> sales <input type="checkbox"/> referral <input type="checkbox"/> other <input type="checkbox"/>																

Dunlee Headquarters  
 555 North Commerce Street  
 Aurora, Illinois 60504  
 800.238.3780

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*Comments*

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Document No. 45357 5775822 Rev. C 12/2011