

ACKNOWLEDGEMENT

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|--|--------|
| 1. The Equipment has been serviced | Yes/No |
| 2. We have received the Equipment in good working condition | Yes/No |
| 3. We have received the information form CEC regarding the precautionary Measures to be followed while using the Equipment | Yes/No |
| 4. We have received all the manuals/accessories given by us | Yes/No |
| 5. We have received the unserviced Equipment with the reason for non-service | Yes/No |

CUSTOMER FEEDBACK

Please put a TICK MARK in the appropriate Colum

<u>Our People</u> How Strongly do you agree or disagree with the following statements?	Strongly Agree	Agree	Neutral	Disagree	Strongly Agree
Our engineers were Knowledgeable and courteous					
Our Engineers response to your enquiries were purposeful and timely					
The services provided met your expectation					

<u>Our service</u> How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Time taken to complete the job					
Equipment handling processes and condition of returned equipment					
Warranty Service, if applicable					
Quality of Service					

<u>Satisfaction</u> How satisfied are you with...	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Our facilities					
Your overall Experience					

Opportunities for improvement and/ or Comments (Including appreciation/ complaints, if any):

Date:

Signature of the Customer

*Warranty for the serviced Equipment with same fault is 3 month