

Clean and Healthy Pets Order Survey

Please complete this survey and send it back to us in the pre-paid envelope we've provided you. While this survey is not required, we'd appreciate if you took the time to fill it out, as it will give us feedback on what we are doing well at, and what we can improve on.

Name: Becky

This area of the order survey has been covered up to protect our customer's private information, and comply with our privacy policy. We've obtained permission from this customer to post the information contained in this survey, on our website.

Would you like to be contacted by us? (circle one) YES NO
If so, how would you like us to contact you? (circle one) Email Phone

1. Did you receive the correct order? YES NO
2. Were you missing an item that you ordered? YES NO
3. Did your order arrive when you expected it to? YES NO
4. Were you satisfied with the amount of time it took for your order to arrive? YES NO
5. What shipping carrier delivered your order? UPS USPS
6. Were you impressed with the quality of service the shipping carrier provided? YES NO
7. Did your order arrive damaged? YES NO
8. How satisfied were you with the way your order was packaged?
(1 meaning totally dissatisfied, 10 meaning completely satisfied)
1 2 3 4 5 6 7 8 9 10
9. In your opinion, do you think we could have improved the way we packaged your order? YES NO
If yes, how could we improve? _____

10. How satisfied are you with the quality of our products? (1 meaning totally dissatisfied, 10 meaning completely satisfied)
1 2 3 4 5 6 7 8 9 10
11. How satisfied are you with the prices of our products? (1 meaning totally dissatisfied, 10 meaning completely satisfied)
1 2 3 4 5 6 7 8 9 10

Survey continues on the back

12. Did you have to contact us to resolve a problem? YES NO
If yes, how did you contact us? _____
13. What is your preferred method of contacting us?
Phone Email Fax U.S. mail Live Chat

The following questions refer to Clean and Healthy Pets website:

14. Have you visited our site before? YES NO
15. Were you impressed with our site? YES NO
16. Would you return to our site? YES NO
17. What was the main purpose of your last visit to our site? checking what you had for sale for pets

18. How satisfied were you with our site? (1 meaning totally dissatisfied, 10 meaning completely satisfied, N/A meaning you've never visited our site before)
1 2 3 4 5 6 7 8 9 10 N/A

19. How could we improve our website? N/A

20. Any other comments about our website? N/A

21. Overall, how satisfied were you with Clean and Healthy Pets? (1 meaning totally dissatisfied, 10 meaning completely satisfied)
1 2 3 4 5 6 7 8 9 10

22. What can we improve on? N/A

23. Any other comments? N/A

Thanks for taking our survey! We value your opinions and will take your comments, which you've expressed in this survey, into consideration when we make future decisions. If you need any additional assistance, please feel free to contact us.

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