

Customer Satisfaction Survey

Deadline: July 17, 2026

Please help us improve our services by taking a few moments to complete this customer satisfaction survey.

Email Address:

Company Name:

Industry:

Department:

Your Name:

1

Why did you choose Isolite products/services?

Select all that apply

1	Product variety	2	Past experience	3	Unique products	4	Product performance
5	Delivery and installation quality	6	Product lifespan and durability	7	Technical support	8	Sales team response
9	Price	10	After-sales service	11	On-time delivery	12	Short delivery time
13 Flexible with schedule changes							

2

Please rate our products and delivery.

Satisfied

Somewhat Satisfied

Neutral

Somewhat Dissatisfied

Dissatisfied

Not Applicable

1	Products
2	Packaging and delivery condition
3	Delivery company's service
4	Inspection reports
5	Safety Data Sheets (SDS) and GHS labels
6	Please share any areas we can improve.

3

Please rate our sales team.

Satisfied

Somewhat Satisfied

Neutral

Somewhat Dissatisfied

Dissatisfied

Not Applicable

1	Sales team's response
2	Product knowledge
3	Proactive suggestions from the sales team
4	Please share any areas we can improve.

4

Please rate our delivery schedule.

Satisfied

Somewhat Satisfied

Neutral

Somewhat Dissatisfied

Dissatisfied

Not Applicable

1	Meeting your requested delivery dates
2	Please share any specific examples or areas to improve.

5

Please rate our technical services.

Satisfied

Somewhat Satisfied

Neutral

Somewhat Dissatisfied

Dissatisfied

Not Applicable

1	Overall technical service
2	Please share any areas we can improve.

6

Please rate our complaint handling.

Satisfied

Somewhat Satisfied

Neutral

Somewhat Dissatisfied

Dissatisfied

Not Applicable

1	Our response and handling of the issue
2	Please share any areas we can improve.

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Please share any other comments or feedback.