



Quality Assurance & Compliance Testing
Utilizing Textile & Related Technologies

19 West 36 Street, Tenth Floor
New York, NY 10018
tel: 212 947 8391 fax: 212 947 8719

www.vartest.com

Client Satisfaction Survey

Company Name: _____ Date: _____
Survey Completed By: _____ Reports Received: ALS# _____

Vartest is eager to receive your comments as to how we performed and of any improvements you recommend. Please indicate by circling the appropriate numbers in the boxes below (with 1 being very dissatisfied and 5 being delighted) and either fax (212-947-8719) or email (cltserv@vartest.com) us this form back to our Marketing Director.

	Service Aspect	Your Satisfaction With Our Performance				
		1	2	3	4	5
1.	Did we correctly follow your Test Request?					
2.	Did we provide sales information and quotations in a timely manner?					
3.	Did we provide appropriate technical expertise?					
4.	Did our report provide the data and details you requested?					
5.	Did we deliver your report on time?					
6.	Was follow up satisfactory?					
7.	Was your invoice correct and timely?					
8.	Did we maintain an appropriate balance between service cost & value?					
9.	Did we meet your overall expectations?					
10.	Will you call on Vartest for future testing?	Yes			No	

Who was your main contact at Vartest? _____

General Comments: _____

