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**CUSTOMER SATISFACTION SURVEY - Mr & Mrs Nicholls**

**We are continually aiming to improve our service to our customers and your comments can help us to achieve this. Please take a few minutes to complete this survey form and return it to us in the enclosed pre-paid envelope .**

1. How would you rate our sales service and information?

Excellent                                      Good                                      Average                                      Poor

2. How would you rate the information provided by our pre-installation service?

Excellent                                      Good                                      Average                                      Poor

3. Were our on-site installers professional, efficient and tidy?

Excellent                                      Good                                      Average                                      Poor

4. How would you rate our accounts staff?

Excellent                                      Good                                      Average                                      Poor

5. What are your impressions of your solar system?

Excellent                                      Good                                      Average                                      Poor

6. Would you recommend Solarsense-UK Ltd to a friend/relative/neighbour?

Yes                                      No

Finally, do you have any other comments?

*I cannot praise your Company and staff highly enough. You have provided us with an excellent service.  
Many thanks, Keith & Jenny Nicholls.*

If you would like further information about Solarsense-UK Ltd overseas charity projects please check out [www.solarsense-uk.com/news](http://www.solarsense-uk.com/news)