



Client Survey Appendix I Rev. 2.2

Thank you for your confidence in Herguth Laboratories, Inc. and for your continued business.

As part of our ongoing effort to provide our clients with the best service available, we would like you to take a few minutes to complete the following questions and tell us how we are doing. (1= Lowest rating, 5= Highest rating)

Satisfaction Rating

(From dissatisfied to satisfied) Overall, please rate the quality of our service.

1 Very 2 Somewhat 3 Neither 4 Somewhat 5 Very

Was your data provided within the promised turnaround time?

1 Very 2 Somewhat 3 Neither 4 Somewhat 5 Very

Were your questions and concerns adequately addressed?

1 Very 2 Somewhat 3 Neither 4 Somewhat 5 Very

(From unlikely to likely) How likely are you to use Herguth Labs, Inc. for your future testing needs?

1 Unlikely 2 Somewhat 3 Neither 4 Somewhat 5 Likely

Herguth Laboratories, Inc. represents great value at a reasonable cost.

1 Unlikely 2 Somewhat 3 Neither 4 Somewhat 5 Likely

Do you have other testing or maintenance needs? _____

Do you have any suggestions, recommendations or feedback? _____

Would you like to be contacted by a CSR? Yes No

Person completing this form: _____

Company: _____ Phone Number: _____

Email Address: _____ Account Code: _____

If filled out by hand, please fax back to 707-554-0109. Again, thank you for your business and your time to help us achieve our goals. We look forward to a continued business relationship. If there is anything else we can do for you, please contact us at 800-645-5227.