

## Customer Satisfaction Survey

Valued Customer,

Just a minute or two of your time to fill out this short one page CUSTOMER SATISFACTION SURVEY can help us give better service to you and future customers. We look forward to serving you again.

<b>Please rate the following Statements:</b>	Enter a number from 1 through 5 in box at right <i>(1 = disagree to 5 = agree)</i>	<b>Rating</b>
1. My order was processed accurately.		
2. When I had a question the Sales/Design Representative answered my questions promptly.		
3. The Sales/Design Representative was knowledgeable of products.		
4. The Sales/Design Representative gave helpful suggestions regarding the details of my order and the products ordered.		
5. The web ordering process was easy to use.		
6. The DIY parts are well crafted & high quality.		

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<b>Please rate quality of DIY parts ordered:</b>	Enter a number from 1 through 5 in box at right <i>(1 = poor to 5 = excellent)</i>	<b>Rating</b>
Sauna Heater		
Stout Benches / Backrest		
Tongue and Groove Paneling		
Windows		
Doors		
Flooring: Ipe Tiles, Etc.		

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### A few quick questions --- Just leave answer field blank if N/A

What other products would you like for sauna?

How might we have improved our service to you during your last experience with a Superior Sauna Sales/Design Representative?

How can our DIY Sauna Parts be improved for ease of installation, durability, comfort, etc?

Any other general comments or suggestions?

**DONE! Thanks for your participation in improving Customer Service with Superior Sauna** rev.073007

Or Call Toll Free 1-877-872-2806  
with comments or suggestions

If you prefer, you may print and mail this survey to:  
**Superior Sauna & Cabin Mfg. LLC**  
26865 State Hwy 118  
Ashland, WI 54806