

After Sales Questionnaire

We recently carried out an installation for you and would greatly appreciate your comments regarding our service.

Please complete this form, save and return to us by email. You can also print the completed form and send to the address above. Alternatively, you can fill in this form online at **www.accessgaragedoors.com/questionnaire**.

Your Name:

Postcode:

1. How was your initial enquiry dealt with?

a) Do you feel the office staff handled your enquiry well? ☐ YES ☐ NO

b) Did they have a professional phone manner and come across as friendly and informative? ☐ YES ☐ NO

additional
comment(s):

2. Did our sales representative:

a) Arrive on time? ☐ YES ☐ NO (if we were late, did we call to let you know?) ☐ YES ☐ NO

b) Spend adequate time with you explaining the different options? ☐ YES ☐ NO

3. Did our installer:

a) Arrive on time? ☐ YES ☐ NO (if we were late, did we call to let you know?) ☐ YES ☐ NO

b) Fit the product to your satisfaction? ☐ YES ☐ NO

c) Apply an Access sticker to the door/motor? ☐ YES ☐ NO

d) Explain how the system worked? ☐ YES ☐ NO ...and leave a product operations manual? ☐ YES ☐ NO

e) Tidy up adequately on completion? ☐ YES ☐ NO

4. Are you satisfied with the products? ☐ YES ☐ NO

additional
comment(s):

5. What made you choose us over our competitors?

.....

6. How likely is it that you would recommend us to your friends or colleagues?

← Not at all Likely

Extremely Likely →

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐ 8 ☐ 9 ☐ 10

7. Do you have any further comments?

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New Customer Introduction Scheme

Each time you recommend a potential new customer and as a result an order is placed, as a 'thank you' we will send you Marks & Spencer vouchers. See below-right for details.

I would like to recommend:

Name	Name	Value of order (excl. VAT)	Voucher value
Address	Address		
.....			
.....			
Tel.	Tel.		

Please note - All claims must be made within three months of the date of this questionnaire

How else can we help?

We hope that you are happy with the service and products we provided you with. Perhaps we can interest you in our other products? Please see overview below. We are looking forward to hearing from you again soon.

Garage Doors, Spare Parts & Repairs

All types of garage doors and spare parts from the best manufacturers such as Hormann, Garador, SWS and more. We can help select the best options to suit your requirements so our expert team can install or repair your garage doors to a high standard. Visit www.accessgaragedoors.com for more information.

Double Garage Door Conversions

Do you have a double garage with single garage doors, which you struggle to park your car in? Are you looking for a solution? If so, look no further as we can help. Visit www.accessgaragedoors.com/double-garage-door-conversions

Entrance Doors

Whether you would like to replace your old entrance door with a more secure design, modern finish or better thermal insulation, we have the door for you. We can also match some of the Hormann garage doors, so you get a consistent look on both. Explore the full range from the best manufacturers at www.accessgaragedoors.com/entrance-doors

Internal Doors

If you're looking for a timelessly elegant internal door with a welcoming character for your home, you will find that we can supply many types, finishes and materials such as glass or timber. More at www.accessgaragedoors.com/hormann-internal-doors

Bi-Fold & Sliding Doors

Do you have a large opening space out to your garden or patio? Do you want to bring more light in to your home? If so, we have a great range of bi-fold and sliding doors that will fit your requirements at www.accessgaragedoors.com/bifold-and-sliding-doors

Security Shutters

All our security shutters are made to measure, with various options available. They provide physical security and we are proud to supply and install only the best quality brand and products from SWS. Visit www.accessgaragedoors.com/security-shutters

Patio Awnings

Awnings with the quality and expertise of German engineering. Add value and comfort to your property with a Markilux awning, offering privacy and UV protection, while allowing you to enjoy the outdoors through all seasons. Visit www.accessawnings.com

Please save and e-mail the completed questionnaire to info@accessgaragedoors.com or print and send to us by post. For information about our other products, please call 0800 716 569 or visit www.accessgaragedoors.com. Thank you.