

Which **services** do you mainly obtain from us and would you like to evaluate?

(please check the relevant box)

☐ **Products**
☐ **DAkkS-Calibrations**
☐ **Factory-Calibrations**
☐ **Repairs**

1. Please rate our products

1 (very good) ... 6 (inadequate)	1	2	3	4	5	6
Quality	☐	☐	☐	☐	☐	☐
Design	☐	☐	☐	☐	☐	☐
Operability	☐	☐	☐	☐	☐	☐
Price-performance ratio	☐	☐	☐	☐	☐	☐

2. Please rate our sales

1 (very good) ... 6 (inadequate)	1	2	3	4	5	6
Accessibility	☐	☐	☐	☐	☐	☐
Kindness	☐	☐	☐	☐	☐	☐
Technical competence	☐	☐	☐	☐	☐	☐
Handling time for enquiries	☐	☐	☐	☐	☐	☐

3. Please rate our order processing

1 (very good) ... 6 (inadequate)	1	2	3	4	5	6
Handling time for orders	☐	☐	☐	☐	☐	☐
Delivery time	☐	☐	☐	☐	☐	☐
Delivery reliability	☐	☐	☐	☐	☐	☐
Complaints processing	☐	☐	☐	☐	☐	☐

4. Please rate our service

1 (very good) ... 6 (inadequate)	1	2	3	4	5	6
Delivery time / reliability for calibrations	☐	☐	☐	☐	☐	☐
Delivery time / reliability for repairs	☐	☐	☐	☐	☐	☐
Technical competence	☐	☐	☐	☐	☐	☐
Price-performance ratio	☐	☐	☐	☐	☐	☐

5. Please rate our documentation and website

1 (very good) ... 6 (inadequate)	1	2	3	4	5	6
Information content	☐	☐	☐	☐	☐	☐
Clarity	☐	☐	☐	☐	☐	☐
Actuality of our website	☐	☐	☐	☐	☐	☐

6. Are there any suggestions, amendments or wishes concerning our cooperation?

Thank you very much for spending the time to answer our questions. Please send back the filled questionnaire per **email** to info@gossen-photo.de or per **FAX** to +49 911 800621 - 29.