



882 South Matlack Street Unit G  
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# CLIENT SATISFACTION SURVEY

## Please Complete And Return to Activate The Chapman Warranty

Thank you for ordering from Chapman. We're working hard to make sure that you get the products and service you want! So please take a minute to fill out the survey below and drop it in the mail at your earliest convenience. At the same time you'll be activating the Warranty for your purchase. We'll use your suggestions to help improve the quality and service any way we can. We look forward to your response.

Name: Renee + Todd Hansberger Home Phone: 610-458-5130

Address: 125 Heather Hill Dr City: Downingtown State: PA Zip: 19335

1. Please check of ALL of the products you purchased: Email: rhansberger@hotmail.com

Windows:  Double-Hung  Casements  Sliders  Basement  Garden  
 Picture  Storm  Bay Window  Bow Window  Glass Block

Doors:  Entry Doors  Storm Doors  Patio Doors

Misc:  Vinyl Siding  Gutters  Others

2. How long did it take for your windows or doors to be installed from the time you placed your order?

Less than 4 weeks  4-6 weeks  6-7 weeks  8-9 weeks  10 weeks or over

3. Did this meet your expectations?:  Yes  No

4. Have you ordered windows or doors from any other company in the past 5 years?:  Yes  No

If you answered "Yes" from what other companies did you order?

5. How did you hear about Chapman Windows & Doors  Web  Clipper  House & Home  
 Newspaper  Magazine (which) \_\_\_\_\_  Yellow Pages  Referral  Other \_\_\_\_\_

6. Please rate your experience with Chapman Windows & Doors by checking the appropriate boxes below:

|                                       | Excellent                           | Good                                | Fair                     | Poor                     | Doesn't Apply            |
|---------------------------------------|-------------------------------------|-------------------------------------|--------------------------|--------------------------|--------------------------|
| Professionalism of Salesperson        | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Helpfulness of Customer Service Reps. | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Quality of the installation           | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Quality of the product                | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Overall performance                   | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

7. Please circle "Yes or "No" for each question:

- Yes No Did the installers demonstrate how to operate your windows, doors, etc.?  
 Yes No Did the installers clean up to your satisfaction?  
 Yes No Were the installers friendly, polite and courteous?  
 Yes No Were you satisfied with the installers?

What was your deciding factor in choosing Chapman?: Professionalism of salesperson -> he was the only window estimator that came on time, BBB rating, + price

Other Comments: We are overall very pleased with everything. Thanks!

Thanks again for choosing Chapman Windows & Doors