



Customer Survey Form

If you've recently received products and/or services from us, we would like you to assess your level of satisfaction with these products and services. Please use our friendly form below.

*Fields marked in **bold** are required.

[Your identification]

Name: _____

Company: _____

Phone: _____ ex. (000) 555 – 5555

Cell Phone: _____

Email: _____

Aircraft Type: _____

Aircraft S/N: _____

Date of Service: _____

[Quotation Process]

If applicable, did we respond with a quotation promptly? Yes No

If No, please comment below.

Were our terms, conditions and quotations clear to you? Yes No

If No, please comment below.

[Order Placement Process]

Were you satisfied with our acknowledgement of your Order: Yes No

If No, please comment below.

Were you satisfied with the deliver date we agreed upon? Yes No

If No, please comment below.

If we communicated with you n your order, were all issues resolved to your satisfaction? Yes No

No Communication Needed.
If No, please comment below.

[Delivery, Packaging, Product and Support Services]

Did we deliver the product on schedule? Yes No

If No, please comment below.

Was our packaging satisfactory? Yes No

If No, please comment below.

Did our product meet your specification requirements? Yes No

If No, please comment below.

Were you satisfied with product quality and/or services rendered?

Yes No

If No, please comment below.

[Invoicing and Credit for Payment]

Was our invoice accurate and promptly received?

Yes No

If No, please comment below.

Did you receive accurate credit for payment?

Yes No

If No, please comment below.

[PATS Quality]

What is your impression of PATS Quality?

Outstanding	<input type="checkbox"/>
Very Good	<input type="checkbox"/>
Satisfactory	<input type="checkbox"/>
Needs Improvement	<input type="checkbox"/>
Poor	<input type="checkbox"/>

Please give a brief description as to your determination of the rating in the Comment Section of the Survey.

[Comments from Previous Questions]

Please Comment Here:

Thank you for completing our Customer Survey. If you would like to discuss your experience personally with our Customer Service Manager, please call 302-253-6167.

Please Mail To: Customer Service Department
PATS Aircraft, LLC
21652 Nanticoke Avenue
Georgetown, DE 19947

OR

Fax To: Customer Service Department
302-855-9196