

Company Name: _____

Date: _____

Contact Name: _____

Invoice No.: _____

Fax Number: _____

E-Mail: _____

CUSTOMER SATISFACTION SURVEY

As part of our ongoing commitment to continuous improvement, we would greatly appreciate your feedback on the following questions related to the recent shipment from TOKO Group.

1. Did you receive prompt action in placing of the above order? **Yes / No**

If No, please explain:

2. Did you receive documents timely for clearance of your order? **Yes / No**

If No, please explain:

3. Were you satisfied with the level of service you received with the shipping company we chose to handle your shipment? **Yes / No**

If No, please explain:

4. Was your shipment received in good packaging condition? **Yes / No**

If No, please explain:

5. Are there any other concerns you feel TOKO Group needs to improve or become aware of when handling your business matters?

Please feel free to contact us directly to office@tokoc.com or Fax to (+86)510-8359 7138 with any additional matters relating to services provided by TOKO Group.

Thank you once again for helping us to become a better business partner!

