



# Customer Feedback Form

+44 (0) 1952 288999

www.spservices.co.uk

We would like to take this opportunity to thank you for choosing SP Services for your first aid and medical supply needs. If there is anything else that we can help with please do not hesitate to telephone our Customer Services team on 01952 288 999.

As a part of our ongoing commitment to provide the best quality of service to our customers we would be grateful if you could take a few moments to fill out this form & give us any feedback you may have.

A digital version of this form is available at [www.spservices.co.uk/CustomerFeedback](http://www.spservices.co.uk/CustomerFeedback)

Please Tick the Relevant Box	Excellent	Very Good	Average	Poor	Very Poor
<b>Speed of Delivery</b> Did the delivery arrive in the time frame you expected ?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Price &amp; Value for Money</b> Do you feel our prices are competitive and good value for money ?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Quality of Product(s)</b> Was the product you ordered of the quality you expected ?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Adequate Packaging</b> Were you satisfied with the packaging which your product arrived in ?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Product Range</b> How would you rate our product range ?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Product Availability</b> Did we have the products you searched for in stock ?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Website &amp; Online Orders</b> How did you find navigating our site & processing an order online ?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Response Times</b> Did you have to wait long when trying to contact us ?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Staff Attitude &amp; Responsiveness</b> Were our staff polite & helpful ?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Staff Product Knowledge</b> Did our member of staff have adequate knowledge ?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Catalogue Clarity &amp; Ease of Use</b> Was the product description readable & clear ?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Catalogue Design &amp; Layout</b> Was it easy to find what you were looking for ?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>OVERALL SP SERVICES RATING</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

What could we have done to make your experience with SP better?

Would you recommend us?

Yes  No

Are there any additional items that you would like us to stock in the future ?

Is there a particular member of staff that you feel has provided an excellent level of service?

**Thank you for taking the time to leave your feedback, the information given will enable us to provide an excellent level of service to all of our customers. If you would like us to contact you regarding this form please leave your details below.**

Name  Email  Account No.

[www.spservices.co.uk/Facebook](http://www.spservices.co.uk/Facebook)

[www.spservices.co.uk/Twitter](http://www.spservices.co.uk/Twitter)

[www.spservices.co.uk/LinkedIn](http://www.spservices.co.uk/LinkedIn)

SP Services (UK) Ltd, Bastion House, Hortonwood 30, Telford, Shropshire, TF1 7XT, UK

T: +44 (0) 1952 288999  
F: +44 (0) 1952 606112  
W: [www.spservices.co.uk](http://www.spservices.co.uk)  
E: [sales@spservices.co.uk](mailto:sales@spservices.co.uk)



DUNS No. 53-619-5670  
VAT No. GB 682 6179 05  
Company No. 03424705  
Registered in England