

Company Name: \_\_\_\_\_

Date: \_\_\_\_\_

Contact Name: \_\_\_\_\_

Invoice No.: \_\_\_\_\_

Fax Number: \_\_\_\_\_

E-Mail: \_\_\_\_\_

**CUSTOMER SATISFACTION SURVEY**

You have recently received a shipment from TOKO Group Limited. As part of our commitment to continuous improvement, we would appreciate your comments on the following questions pertaining to recent events.

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 [info@tokoc.com](mailto:info@tokoc.com) or Fax to (+86)510-8359 7138 with any additional matters relating to services provided by TOKO Group Limited.

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