

Customer Satisfaction Survey

A. Please take a moment to complete this form.

Category	<i>5 = COMPLETELY SATISFIED 1 = COMPLETELY DISSATISFIED</i>				
Overall Questions:	<i>1</i>	<i>2</i>	<i>3</i>	<i>4</i>	<i>5</i>
How would you recommend Ungex to others?					
How would you rate our staff's explanation?					
How would you rate our product/Service?					
Did you receive appropriate product instructions?					
How would you rate the Ungex's advertisement/ marketing?					

B. Please help us to improve the quality of our products and services:

1. How did you hear about "Ungex Technology"?

- TV/Radio
- Newspapers/Leaflets
- Social media/ Internet
- Hair/ beauty Salon
- Exhibition/ Seminar
- Family/Friends
- Word of mouth
- Other (please specify).....

2. How long have you been using Ungex's products and technology?

- Less than one week
- Less than one month
- One to three months
- More than three months

3. How often do you use Ungex products at home?

- Every day
- Every other day
- Once or twice a week
- Once or twice a month

4. Would you recommend UNGEX treatment to others?

- Definitely
- Probably
- Not at all

5. Did Ungex's customer service center reply to you adequately?

- Yes (from Ungex headquarters)
- Yes (via Hotline)
- Yes (salon)
- No
- I did not consult with customer service centre

6. What aspect of the product/service were you most satisfied by?

- Quality
- Price
- Treatment
- Result
- Other (please specify)

7. What aspect of the product/service were you most disappointed by?

- Quality
- Price
- Treatment
- Result
- Other

8. What is the condition of your hair/scalp after treatment?

- Improved
- Worse
- Unchanged

12- Your recommendations to improve our products and/or services:

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Customer's details: (optional)

Name:

Mobile/Tel:

Email:

Address: