



ALS Labs Ltd

King's Farm  
Whitelands Road  
Pebmarsh  
CO9 2NY

## Post-Installation Feedback

ALS seeks to continuously improve our products and services.

Any and all feedback from our customers is welcome.

We'd be grateful if you could fill out the below questionnaire, and return it to us.

Just jot your answers below each question, and feel free to leave any additional feedback you may have.

When complete, please return your form to [feedback@laboratoryfurniture.co.uk](mailto:feedback@laboratoryfurniture.co.uk).

Your answers will be delivered to the company management.

Why did you choose ALS Labs Ltd?

Was your installation completed on time?

During the tender/quote process, did we understand your requirements and provide suitable solutions?

Did you receive quotes from other suppliers? If so, how did our pricing stack up against our competitors?

Did our quotes / drawings (if applicable) clearly communicate the solution we intended to provide?

Were you happy with the management of your contract from placing your order to delivery?

How was your experience with our site operatives and the installation process?

Would you use our services again?

Would you recommend our services to others?

Could we use your site as a reference in future?

Any other comments? If you can't fit it here, feel free to put further feedback in an email.

Signed:

Print:

Company:

Date: