

Customer Survey and Warranty Registration

Sample Collision, Anytown, State

Hub ID #



Customer Name: _____ Date Vehicle Completed: _____ Job # _____ Estimator _____

Body Tech _____ Paint Tech _____ Insurance Co. _____ Insurance agent _____

Register your warranty by doing one of following:

- Go to www.performancealliance.dupont.com and click on the Performance Feedback logo (print your warranty immediately.)
- Mail completed survey in the shop-supplied envelope to: **Performance Feedback; 2418 Crossroads Drive, Suite 3600; Madison, WI 53718**
- Leave a voice mail with your survey responses anytime by calling: **1-866-482-4377**
- Fax a completed survey to: **1-608-237-2053**
- Answer the survey questions by phone when a Performance Feedback representative calls (for applicable repair facilities).

- 1) Did the quality of the **paint refinish** meet your expectations? Yes No
• Please explain:
- 2) Did the quality of the **body repairs** meet your expectations? Yes No
• Please explain:
- 3) Were you treated in a friendly, professional and helpful manner? Excellent 10 9 8 7 6 5 4 3 2 1 Poor
• Please explain:
- 4) Would you recommend this repair facility to your friends and family? Yes No
• Please explain:
- 5) Did the time it took to complete the repairs match your expectations? Yes No
• Please explain:
- 6) Would you recommend the **insurance company** that paid for the repairs? Yes No
• Please explain why:
- 7) If you have an **insurance agent**, would you recommend him or her? Yes No
• Please explain why:
- 8) How did you learn about this repair facility? (select all that apply):
- | | | | |
|--|-------------------------------------|---|--|
| <input type="checkbox"/> Ins. Agent Recommend | <input type="checkbox"/> Dealership | <input type="checkbox"/> Employee | <input type="checkbox"/> Word of Mouth |
| <input type="checkbox"/> Ins. Co. Recommend | <input type="checkbox"/> Internet | <input type="checkbox"/> (Free) Loaner Car | <input type="checkbox"/> Location |
| <input type="checkbox"/> Print Ad | <input type="checkbox"/> Radio Ad | <input type="checkbox"/> Rental Car Available | <input type="checkbox"/> Repeat Customer |
| <input type="checkbox"/> Phone Book/Yellow Pages | <input type="checkbox"/> TV Ad | | |
| <input type="checkbox"/> Other: _____ | | | |
- 9) Compliments / Questions / Suggestions for improvement or comments about our employees:

Thank you - Your opinions make a difference!