



TO THE CUSTOMER: Please complete this survey and give to the installer with you final payment or mail this survey in at your earliest convenience. Your opinion is valued by Mac Window Factory!

Installation Date: 7/14/08

Customer: Bill Manning
 Address: [Redacted]
 Las Vegas, Nevada 89147-3532
 Salesperson: Travis
 Installer: Dick Morlandhy

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Customer Survey

| Poor | | Good | | Excellent | |
|--------------------------|--------------------------|--------------------------|--------------------------|-------------------------------------|--|
| 1 | 2 | 3 | 4 | 5 | |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | Installers arrive promptly or notify you of late arrival. |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | Installer review work to be performed. |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | Contract reflect work completed. |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | Installer take time to answer customer questions. |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | Window areas prepared before removal of window? |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | Windows units latched/locked properly. |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | Foam insulation used on areas needing to be filled. |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | Caulking neatly applied and used where needed. |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | All areas cleaned up properly inside and out. |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | Installer do a thorough walk around and explaining any questions regarding the installations of the windows. |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | Special requirements area handled quickly and professionally. |

Comments: Truly professional installers that went the extra mile to please. So far product exceeds expectations.