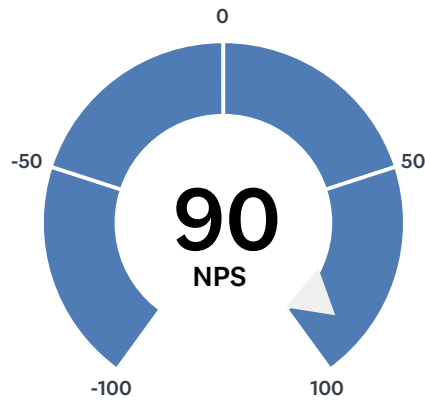
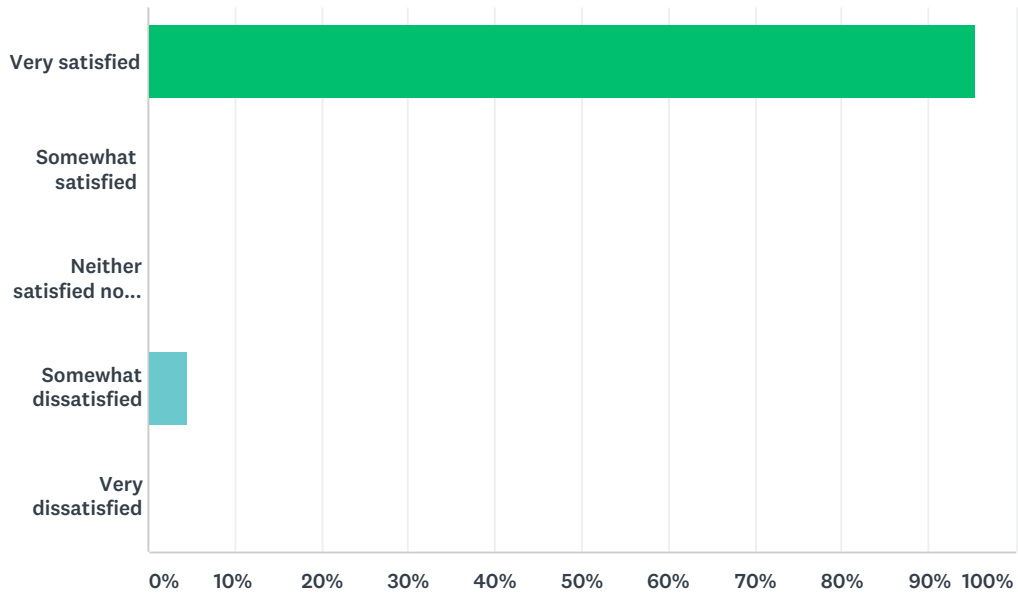


Q1 How likely is it that you would recommend this company to a friend or colleague?



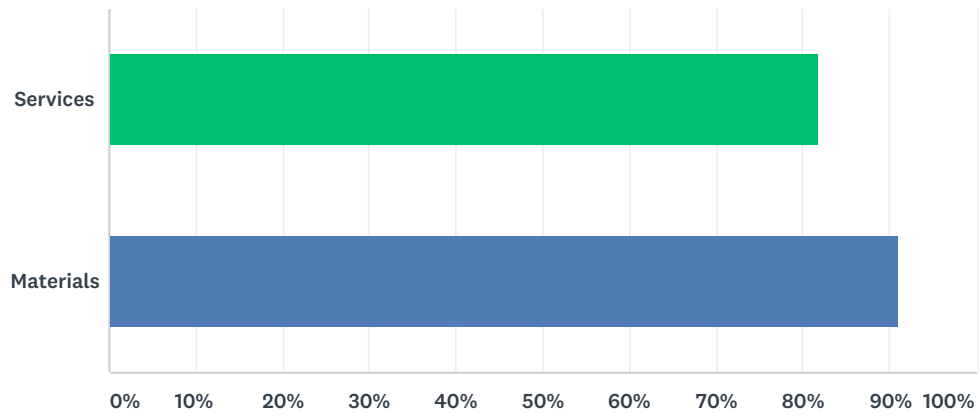
DETRACTORS (0-6)	PASSIVES (7-8)	PROMOTERS (9-10)	NET PROMOTER® SCORE
0	10%	90%	90

Q2 Overall, how satisfied or dissatisfied are you with our company?



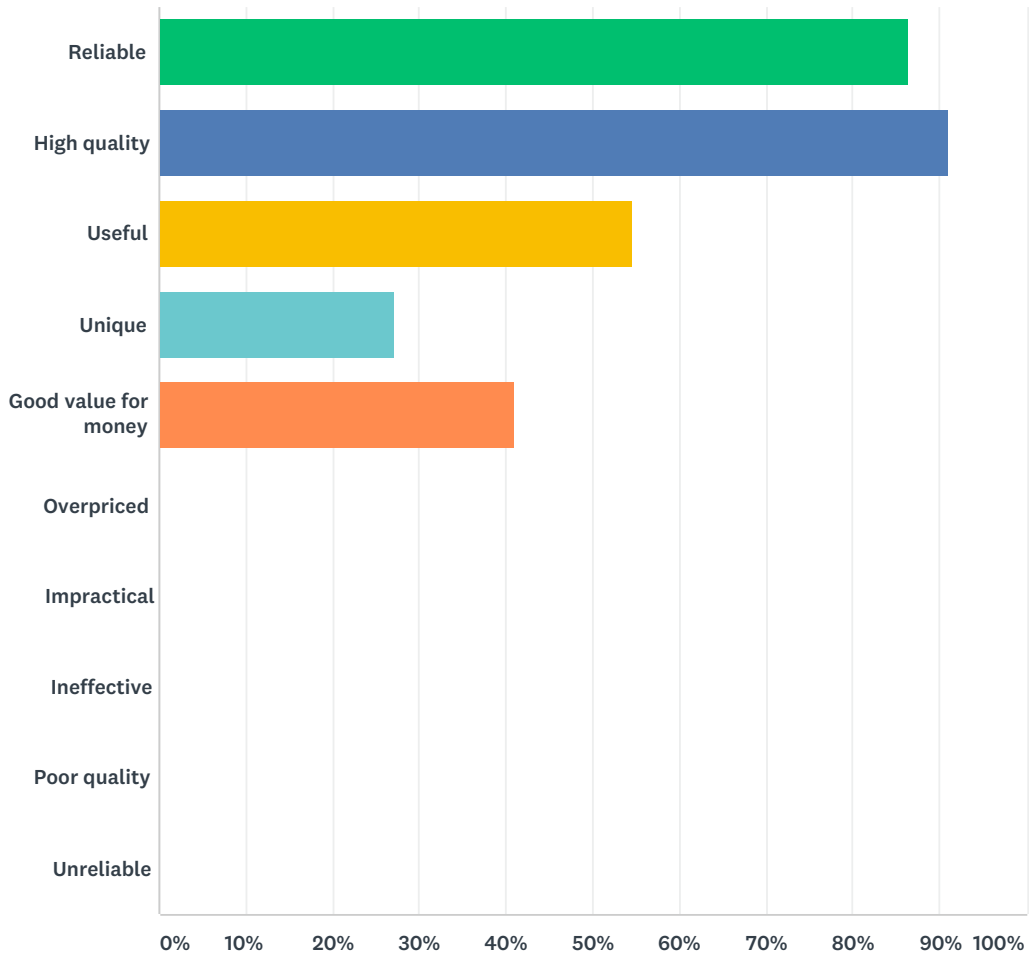
ANSWER CHOICES	RESPONSES
Very satisfied	95.45%
Somewhat satisfied	0.00%
Neither satisfied nor dissatisfied	0.00%
Somewhat dissatisfied	4.55%
Very dissatisfied	0.00%

Q3 The product you purchase, is it services, materials, or both? Select all that apply.



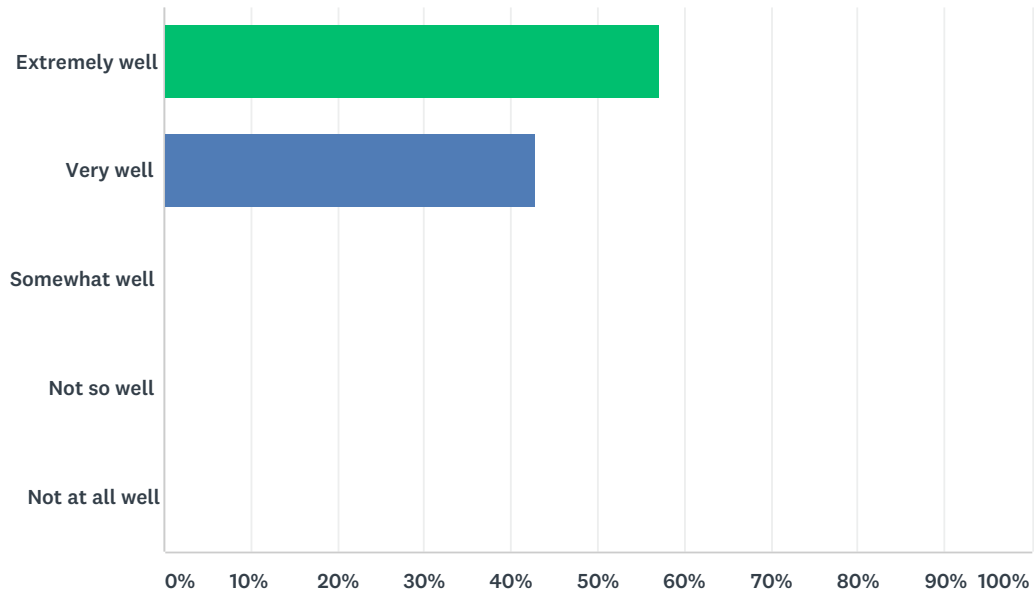
ANSWER CHOICES	RESPONSES
Services	81.82%
Materials	90.91%

Q4 Which of the following words would you use to describe our products?
Select all that apply.



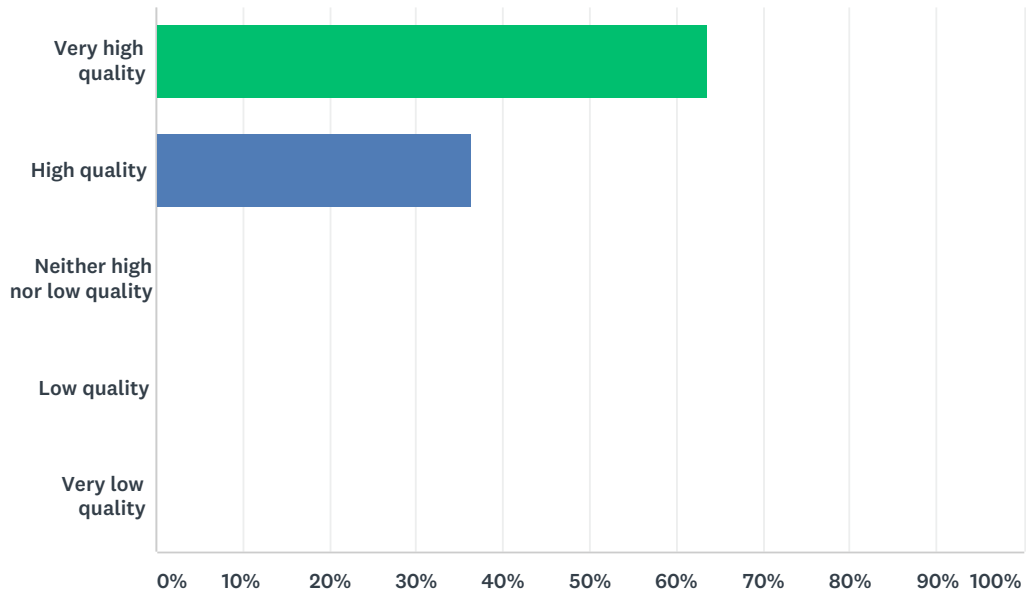
ANSWER CHOICES	RESPONSES
Reliable	86.36%
High quality	90.91%
Useful	54.55%
Unique	27.27%
Good value for money	40.91%
Overpriced	0.00%
Impractical	0.00%
Ineffective	0.00%
Poor quality	0.00%
Unreliable	0.00%

Q5 How well do our products meet your needs?



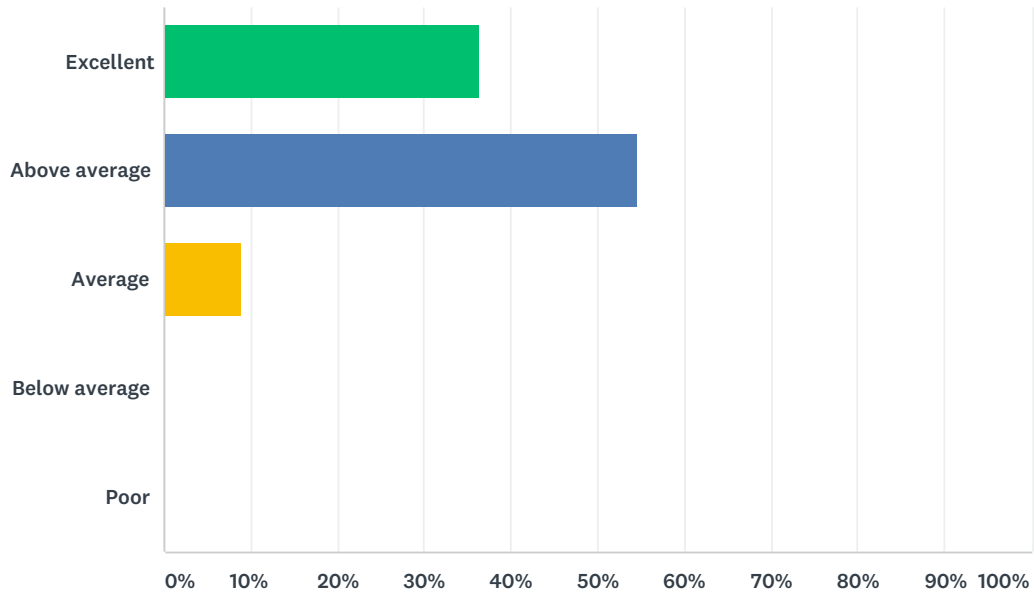
ANSWER CHOICES	RESPONSES
Extremely well	57.14%
Very well	42.86%
Somewhat well	0.00%
Not so well	0.00%
Not at all well	0.00%

Q6 How would you rate the quality of the product?



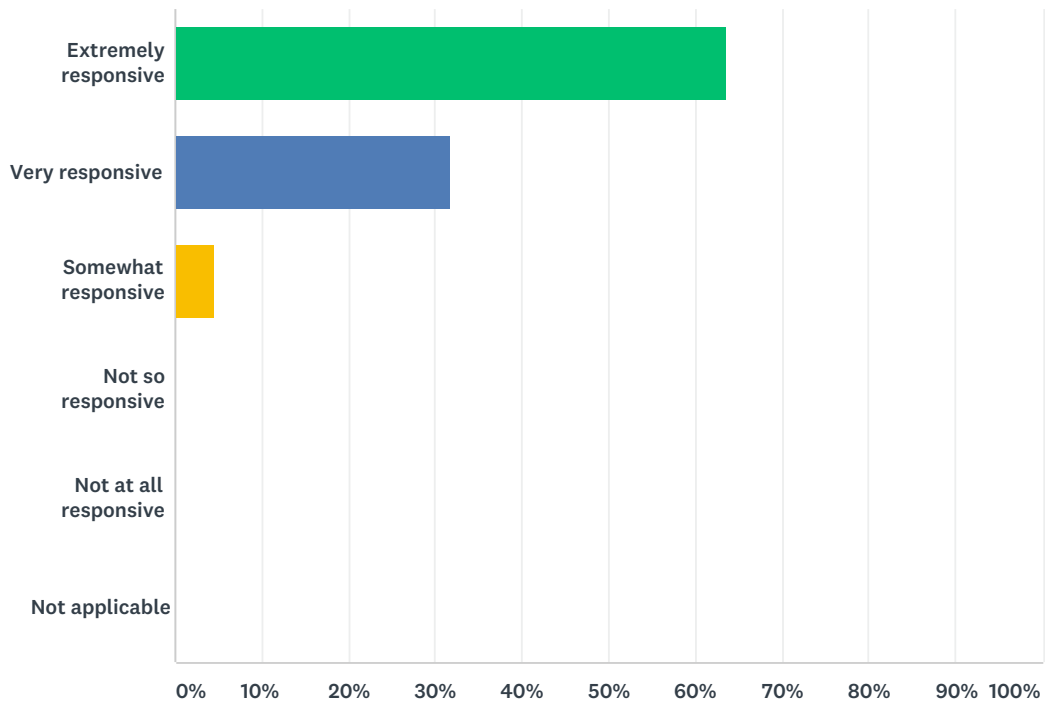
ANSWER CHOICES	RESPONSES
Very high quality	63.64%
High quality	36.36%
Neither high nor low quality	0.00%
Low quality	0.00%
Very low quality	0.00%

Q7 How would you rate the value for money of the product?



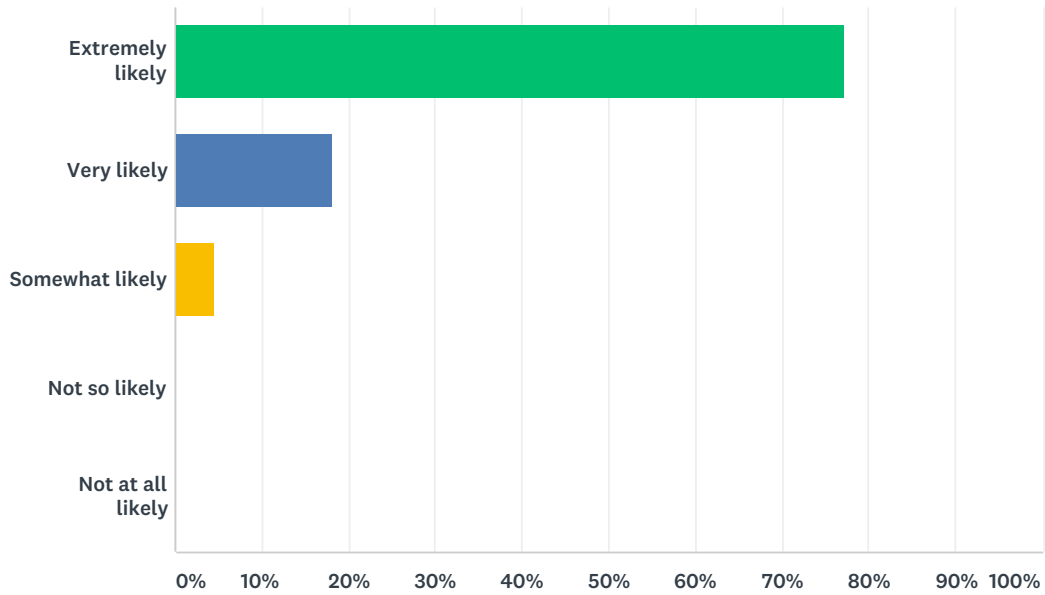
ANSWER CHOICES	RESPONSES
Excellent	36.36%
Above average	54.55%
Average	9.09%
Below average	0.00%
Poor	0.00%

Q8 How responsive have we been to your questions or concerns about our products?



ANSWER CHOICES	RESPONSES
Extremely responsive	63.64%
Very responsive	31.82%
Somewhat responsive	4.55%
Not so responsive	0.00%
Not at all responsive	0.00%
Not applicable	0.00%

Q9 How likely are you to purchase any of our products again?



ANSWER CHOICES	RESPONSES
Extremely likely	77.27%
Very likely	18.18%
Somewhat likely	4.55%
Not so likely	0.00%
Not at all likely	0.00%

Customer Satisfaction Survey - August 2018

Q10 What were your biggest hesitations before buying?

Cost

Q11 Was there a benefit or feature that ultimately made you choose to buy?

Reputation

Q12 Do you have any other comments, questions, or concerns?

When you find business that that comes through with quality products, on time and understands that cost is a consideration you stay with them. Not to mention they know what they are doing!

Q13 Do we have your permission to use your feedback in our marketing materials? **Yes**

Customer Satisfaction Survey - August 2018

Q10 What were your biggest hesitations before buying?

The Corresponding with our requirements and price

Q11 Was there a benefit or feature that ultimately made you choose to buy?

Respondent skipped this question

Q12 Do you have any other comments, questions, or concerns?

Respondent skipped this question

Q13 Do we have your permission to use your feedback in our marketing materials?

Yes

Customer Satisfaction Survey - August 2018

Q9 How likely are you to purchase any of our products again? **Extremely likely**

Q10 What were your biggest hesitations before buying?

Zero

Q11 Was there a benefit or feature that ultimately made you choose to buy?

The incredible quality of all products from Hegwood Electrical

Q12 Do you have any other comments, questions, or concerns?

None whatsoever

Q13 Do we have your permission to use your feedback in our marketing materials? **Yes,**
Other (please specify):
N /
A

Customer Satisfaction Survey - August 2018

Q9 How likely are you to purchase any of our products again? **Extremely likely**

Q10 What were your biggest hesitations before buying?

always went above and beyond to assist

Q11 Was there a benefit or feature that ultimately made you choose to buy?

reliability

Q12 Do you have any other comments, questions, or concerns? **Respondent skipped this question**

Q13 Do we have your permission to use your feedback in our marketing materials? **Yes**

Customer Satisfaction Survey - August 2018

Q9 How likely are you to purchase any of our products again? **Extremely likely**

Q10 What were your biggest hesitations before buying? **Respondent skipped this question**

Q11 Was there a benefit or feature that ultimately made you choose to buy?

the accessibility to the staff and knowledge of your product and sometimes even products we do not buy from Hegwood.

Q12 Do you have any other comments, questions, or concerns? **Respondent skipped this question**

Q13 Do we have your permission to use your feedback in our marketing materials? **Yes**

Q10 What were your biggest hesitations before buying?

None

Q11 Was there a benefit or feature that ultimately made you choose to buy?

You built a custom control panel for me from only a photo of a hand drawn wiring sketch. That was great. You also provided appropriate documentation.

Q12 Do you have any other comments, questions, or concerns?

It was great how you worked with me.

Q13 Do we have your permission to use your feedback in our marketing materials? **Yes**

Customer Satisfaction Survey - August 2018

Q11 Was there a benefit or feature that ultimately made you choose to buy?

Communication and meeting with your personnel gave us confidence you could produce our panels.

Q12 Do you have any other comments, questions, or concerns?

Respondent skipped this question

Q13 Do we have your permission to use your feedback in our marketing materials?

Yes

Customer Satisfaction Survey - August 2018

Q10 What were your biggest hesitations before buying?

Review the quote and make sure all is covered properly.

Q11 Was there a benefit or feature that ultimately made you choose to buy?

Price, having s controls engineer on board which can quickly assist with programming.

Q12 Do you have any other comments, questions, or concerns?

Overseas installations will require scheduling outside and on-call service outside of normal working

Q13 Do we have your permission to use your feedback in our marketing materials? **Yes**

Customer Satisfaction Survey - August 2018

Q10 What were your biggest hesitations before buying?

Delivery

Q11 Was there a benefit or feature that ultimately made you choose to buy?

History

Q12 Do you have any other comments, questions, or concerns?

Respondent skipped this question

Q13 Do we have your permission to use your feedback in our marketing materials?

Yes
