**EFFILUX - Customer Satisfaction Survey**

**Name:**

**Company:**

**Job Function:**

**Email:**

**Have you had direct experience with EFFILUX in the past or present?**

Yes / No

If Yes: Why did you choose to purchase from Effilux?

Why didn’t you choose to purchase from Effilux?

**How would you rate Effilux in below areas?**

*Excellent Above average Average Below average Poor Not applicable*

* Overall buying experience
* Product quality
* Product functionality
* Cost price performance
* Innovation
* Ease of use
* Overall performance of sales representatives
* Customer services & responsiveness
* Technical support
* Product loan support
* Documentation (datasheet, manual, etc.)
* Ordering & billing process
* Delivery lead time
* Aftersales services
* Custom product capability
* OEM solution capability

Additional comments on above rating.

What are the important factors that influence your buying decision?

Eg. Price, Quality, Performance Specs, Technical support, Ease of use, Others (*Please write*)

Are you satisfied with EFFILUX website [www.effilux.com](http://www.effilux.com)?

What are the improvements you would like to see on Effilux website?

Are you aware of EFFILUX training program?

Please share your brand impression of EFFILUX.

How do you feel after EFFILUX acquisition by CCS Inc. in October 2018?

Positive, negative, neutral

Will you consider contacting EFFILUX to support your next project?

Will you consider purchasing from Effilux for your future project?

On a scale of 0 to 10, how likely are you to recommend Effilux and its product to a friend/colleague/relative?

What overall improvements would you like to see from EFFILUX?

Please share your general comment about EFFILUX overall.