EXTERNAL CUSTOMER SATISFACTION SURVEY FORM

CUSTOMER SERVICE → (55++) 08000-148500

IMBIL GROUP COMPANIES:

Dear Customer,

The biggest concern of IMBIL Group is to offer you the best Customer Service, Product, Associated Services and Technical Support. For us, it is very important to know your opinion about the IMBIL brand quality and because of your opinion IMBIL Group will be able to improve continually its quality. You can participate and contribute by filling out this External Customer Satisfaction Survey Form.

IMBIL GROUP thanks for your help.

CUSTOMER INFORMATION		
COMPANY NAME: - - -		CNPJ #: *000.000.000/000-00*
ADDRESS: - - -	CITY: - - -	STATE: - - -
CONTACT: Mr.(Mrs.) - - -	DEPARTMENT: - - -	
PHONE: *(xx) xxxxx-xxxx* CELL PHONE: *(xx) xxxxx-xxxx*	e-MAIL: - - -	

EQUIPMENT OR ITEM INFORMATION			
EQUIPMENT OR ITEM CODE: - - -			INVOICE #: - - -
EQUIPMENT OR ITEM DESCRIPTION: - - -			
MANUFACTURER: *IMBIL*	IMBIL´S SALES ORDER #: - - -	CUSTOMER´S PURCHASE ORDER: - - -	SERIE #: - - -
TAG: - - -	MANUFACTURE DATE: / /		REPAIR DATE: / /
PURCHASED FROM: ☐ IMBIL	☐AUTHORIZED DISTRIBUTOR (- - -)		☐SALES REPRESENTATIVE (- - -)

REGION

BRAZIL
- ☐ North
- ☐ Northeast
- ☐ South
- ☐ Southeast
- ☐ West Central

WORLDWIDE
- ☐ África
- ☐ Central America
- ☐ North America
- ☐ South America
- ☐ Asia
- ☐ Europe
- ☐ Oceania

APPLICATION

- ☐ Sugar and Ethanol Industry
- ☐ Distilleries
- ☐ Mining / Steel Industry
- ☐ Sanitation
- ☐ Pulp and Paper
- ☐ Irrigation
- ☐ Valve
- ☐ Air Conditioning
- ☐ Chemical / Petrochemical / Naval
- ☐ Food Industry / Textile
- ☐ Steam Generation / Cogeneration
- ☐ Fire Fighting
- ☐ Other (- - -)

EVALUATION	Completely Satisfied	Very Satisfied	Satisfied	Dissatisfied	Completely Dissatisfied
1. CUSTOMER SERVICES QUALITY ✓ *Facility for contact, agility and efficiency in providing the information requested.*	☐	☐	☐	☐	☐
2. COMMERCIAL CONDITIONS ✓ *Comply with your expectations regarding to commercial conditions.*	☐	☐	☐	☐	☐
3. DELIVERY TIME ✓ *Comply with your expectations regarding to delivery time.*	☐	☐	☐	☐	☐
4. TECHNICAL INFORMATION ✓ *Comply with your expectations regarding to technical information provided with the product.*	☐	☐	☐	☐	☐
5. DELIVERY QUALITY ✓ *Comply with your expectations regarding to product delivery conditions (Visual and packaging aspects. Product and Customer requirements).*	☐	☐	☐	☐	☐
6. OPERATION QUALITY ✓ *Comply with your expectations regarding to operation conditions agreed.*	☐	☐	☐	☐	☐
7. POST SALES ✓ *Efficiency on services provided.*	☐	☐	☐	☐	☐

Would you have any suggestion on how to increase the customer satisfaction regarding to IMBIL's Products or Services?

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CONTACT US (55++)

Department	Phone	e-Mail	Department	Phone	e-Mail
Sales	(19) 3843-9848 (19) 99859-2755	ivendas@imbil.com.br	Customer Service	(19) 3843-9830 (19) 99867-6144	assistenciatecnica@imbil.com.br
Sales Engineering	(19) 99853-4501	engenhariadeaplicacao@imbil.com.br	Logistics / Delivery	(19) 3843-9711	ilogistica@imbil.com.br
Quality	(19) 3843-9872	iqualidade@imbil.com.br	Other Contacts	www.imbil.com.br → Contato	