



All-Ways Accessible®

ELEVATORS & LIFTS

Please Tell Us What You Think!!!

Your opinion really matters to us at All-Ways Accessible, Inc. We would be extremely grateful if you would take a few minutes to fill out the information below. If we did a good job, we want to know. If we didn't, we want to know even more.

Please return this questionnaire in the envelope provided and you will be entered into our monthly drawing. On the first of each month we will draw a name out of the returned evaluations. The winning name will receive a gift certificate. Past certificates have been to local restaurants, Home Depot, Wal-Mart and others.

Sales:

Was the Salesperson on time? Yes

Was the Salesperson courteous? Yes

Was the Salesperson knowledgeable? Yes

What could have the Sales Department, as a whole, have done better?
Nothing. Heather + Sierra were great.

Installation:

Did you receive a call from the Operations Department confirming the appointment? Yes

Was the Installer on time? Yes

Was the Installer courteous? Yes

Did the Installer respect your Home? Yes

What could we have done better? Nothing

Repairman came shortly + put in a new unit as he was not satisfied with nonfunctioning one. (All is well!)

* After installation completed (at noon), didn't use lift until our daughters came. When tried to bring lift down, it stalled part way down; I got on it + tried to move it - went 3/4 down + died!

Overall Experience:
What was your biggest fear before hiring All-Ways Accessible? Did it come true, and if not, what happened instead?
Had no fear; just getting my husband to agree with lift was the biggest obstacle.

(???)

What, specifically, was your favorite part of getting your Lift Installation, and why?
Will give us more freedom to get out, esp. in winter months.

If you were to recommend All-Ways Accessible to your best friend, what would you say?
That reps were very nice + informative plus installer did a great job.

Would you be willing to allow All-Ways Accessible to use your name as a reference for future customers?
 Yes No

Name: Don - 107.00 - e

Date: 11/14/14

NOV 17 2014



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Sales:

Was the Salesperson on time? Very prompt

Was the Salesperson courteous? exceptionally so

Was the Salesperson knowledgeable? yes!

What could have the Sales Department, as a whole, have done better?
Not anything we could think of

Installation:

Did you receive a call from the Operations Department confirming the appointment? yes

Was the Installer on time? yes

Was the Installer courteous? very much so

Did the Installer respect your Home? YES! YES!

What could we have done better? The installation was done in a very neat and efficient manner

Overall Experience:

What was your biggest fear before hiring All-Ways Accessible? Did it come true, and if not, what happened instead?

- unattractive appearance - Surprisingly pleased with the attractiveness -

What, specifically, was your favorite part of getting your Lift Installation, and why?

Making the stairway accessible to our bedroom

If you were to recommend All-Ways Accessible to your best friend, what would you say?

A pleasant experience

Would you be willing to allow All-Ways Accessible to use your name as a reference for future customers?
 Yes No

Name: George Phillip Perotte II Date Nov. 17, 2014



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Sales:

Was the Salesperson on time? 10 minutes early! yes

Was the Salesperson courteous? extremely

Was the Salesperson knowledgeable? yes - plus

What could have the Sales Department, as a whole, have done better?
~~perhaps~~ no

Installation:

Did you receive a call from the Operations Department confirming the appointment? yes

Was the Installer on time? 10 minutes early

Was the Installer courteous? extremely

Did the Installer respect your Home? yes

What could we have done better? Jerry was outstanding!

but, service dept. should have tested the battery charger before delivery, saving Jerry a trip back to Concord

Overall Experience:

What was your biggest fear before hiring All-Ways Accessible? Did it come true, and if not, what happened instead?

No fear - we knew one of your old customers.

What, specifically, was your favorite part of getting your Lift Installation, and why?

Admiring Jerry's work ethic and enjoying his personality.

If you were to recommend All-Ways Accessible to your best friend, what would you say?

Use them!

Would you be willing to allow All-Ways Accessible to use your name as a reference for future customers?

Yes No

Name: J. Hansen

Date: 4 November '14



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Sales:

Was the Salesperson on time? Yes

Was the Salesperson courteous? Very much so

Was the Salesperson knowledgeable? Extremely

What could have the Sales Department, as a whole, have done better? Absolutely Nothing!

Installation:

Did you receive a call from the Operations Department confirming the appointment? yes

Was the Installer on time? just a little late - about an hour

Was the Installer courteous? Very much so

Did the Installer respect your Home? Absolutely

What could we have done better? It took a lot longer than both the installer and I thought it would.

Overall Experience:

What was your biggest fear before hiring All-Ways Accessible? Did it come true, and if not, what happened instead? Whether or Not The company was reputable & IT is.

What, specifically, was your favorite part of getting your Lift Installation, and why? That it works so good! I've just done about \$100,000 worth of renovations on my home, and this was the best \$4000 I spent!

If you were to recommend All-Ways Accessible to your best friend, what would you say? You won't be disappointed.

Would you be willing to allow All-Ways Accessible to use your name as a reference for future customers?
 Yes No

N- Scott L. L. L.

Date 11/19/14

NOV 20 2014