

OCT 09 2014



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: David Porter

Was the Salesperson on time? Absolutely

Was the Salesperson courteous? especially so

Was the Salesperson knowledgeable? of course, he answered ALL our questions!

What could have the Sales Department, as a whole, have done better?
Can't think of a thing

Installation:

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

Was the Installer on time? Absolutely

Was the Installer courteous? yes, very nice

Did the Installer respect your Home? Yes

What could we have done better? not really sure of anything

Overall Experience:

What was your biggest fear before hiring All-Ways Accessible? Did it come true, and if not, what happened instead?
The expense of the whole project.
Not familiar with company - when checked around we heard they were the best. And they proved that to us!

What, specifically, was your favorite part of getting your Lift Installation, and why?
EASE of use. Not having to worry about parents use of stairs

If you were to recommend All-Ways Accessible to your best friend, what would you say?
The whole company is professional, easy to work with and makes sure your satisfied with work before they leave.

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

Name: [Redacted] Date 9/6/14



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Sales:

Was the Salesperson on time? yes

Was the Salesperson courteous? yes, very

Was the Salesperson knowledgeable? yes, very

What could have the Sales Department, as a whole, have done better?
not too much more, Ciara and Dave were excellent

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? can't think of a thing

Overall Experience:

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

What, specifically, was your favorite part of getting your Lift Installation, and why?
I didn't have to clean up and it works as promised

If you were to recommend All-Ways Accessible to your best friend, what would you say?
that you did exactly as you said you would and the product was as represented - a high recommendation

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

Name: [Redacted]

Date: 10/15/2014



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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? I had the choice of two older models. If I knew the one I picked had a flaw in the arm rest, I would of picked the other one. It appears like a piece of metal dug into the arm rest.

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? Instead of one long track, two pieces are joined together. When the chair descends, as it goes over that spot there is a bang & click, instead of a smooth ride down. Going up you can hear a noise, but not as loud.

Overall Experience:

What was your biggest fear before hiring All-Ways Accessible? Did it come true, and if not, what happened instead? Hidden cost. It came true somewhat when I was told the company has to come out once a year to oil the track. He did mention that the following year was covered.

What, specifically, was your favorite part of getting your Lift Installation, and why? Not worrying about falling down the stairs

If you were to recommend All-Ways Accessible to your best friend, what would you say? Don't wait - do it now!

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

Name: [Redacted Signature]

Date: Oct. 4, 2014

OCT 06 2014