

We at Norstar Windows & Doors Ltd. are constantly striving to improve our services to our customers and we would like you to participate in our survey. The survey should take less than a few of minutes and your responses will remain anonymous, unless you specify otherwise. Please take a moment to tell us about your experience and how well our products and services have met your expectations. Thank you for your time.

1. How long have you been a customer of Norstar Windows & Doors?

- Less than 1 year 1 - 3 years 3 - 5 years More than 5 years

2. What type of service did Norstar Windows & Doors provide for your last project?

Please select one:

3. Was your initial enquiry responded to in a timely manner?

- Yes No

Please provide details:

4. Was the quotation delivered in a timely manner?

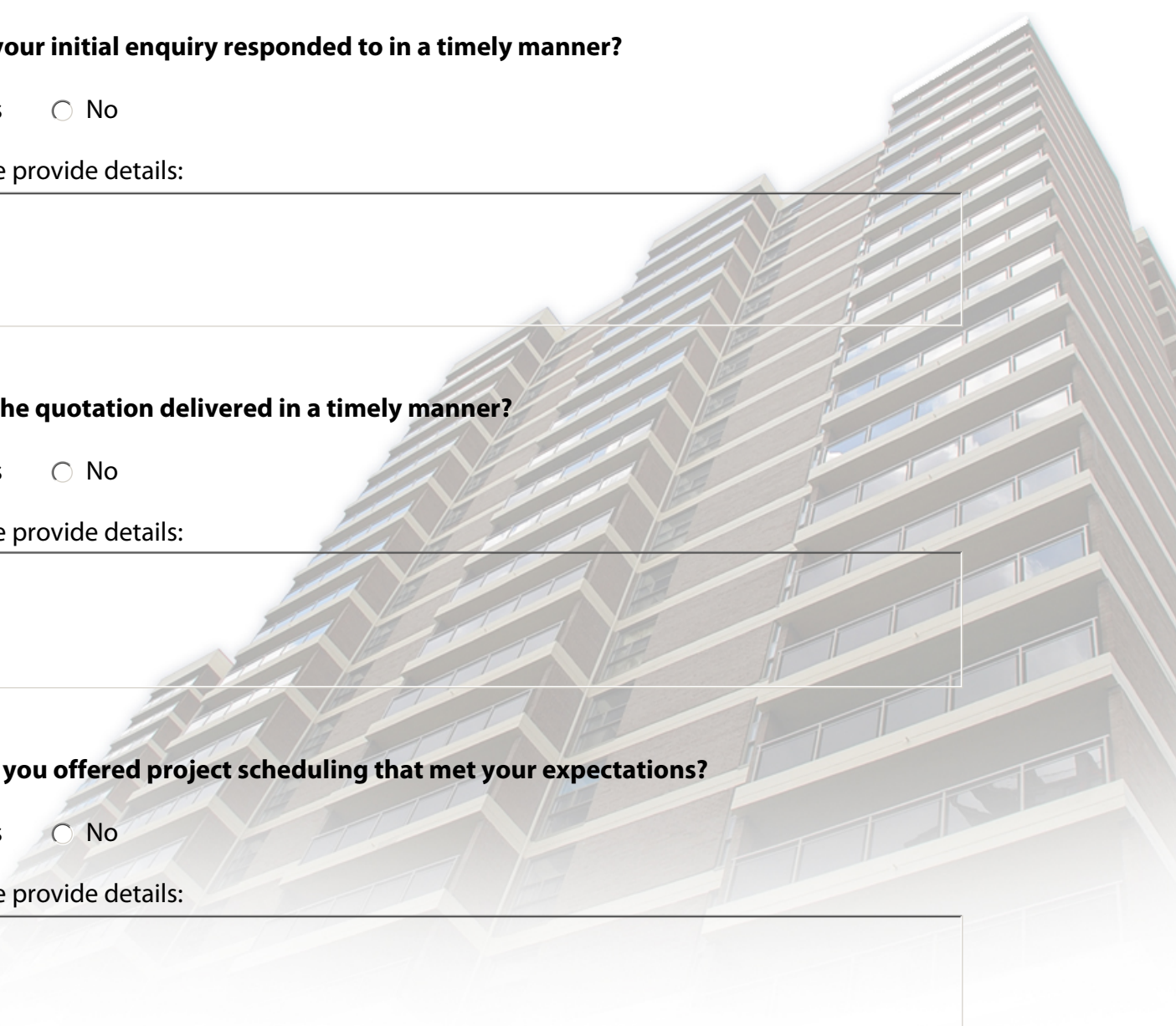
- Yes No

Please provide details:

5. Were you offered project scheduling that met your expectations?

- Yes No

Please provide details:



6. Was the project completed within the scheduled timeline?

- Yes No

Please provide details:

7. Was the project completed to your satisfaction?

- Yes No

Please provide details:

8. Were you effectively communicated with throughout the entire project?

- Yes No

Please provide details:

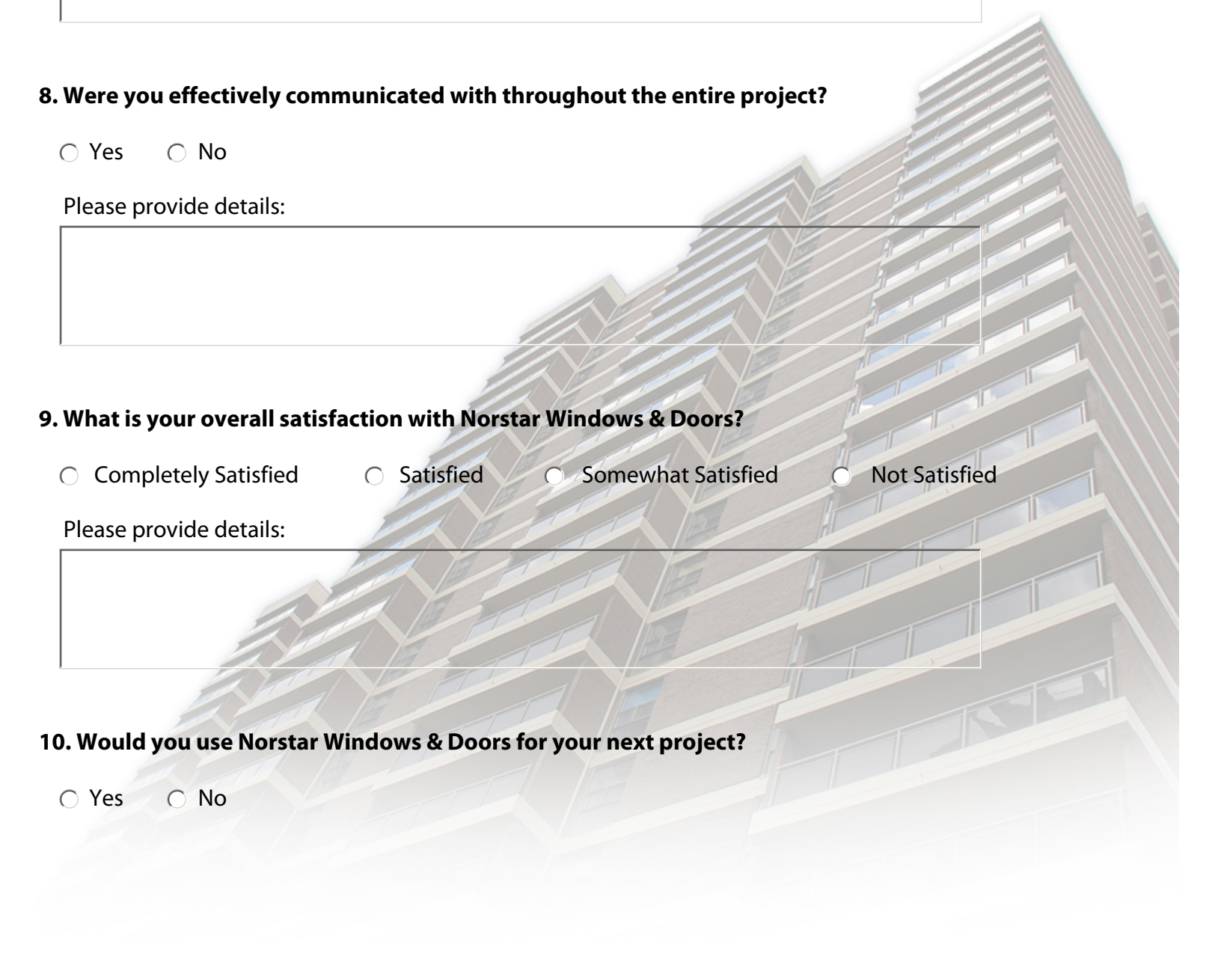
9. What is your overall satisfaction with Norstar Windows & Doors?

- Completely Satisfied Satisfied Somewhat Satisfied Not Satisfied

Please provide details:

10. Would you use Norstar Windows & Doors for your next project?

- Yes No



11. Would you recommend Norstar Windows & Doors to your colleagues?

Yes No

12. Is there anything we can do to improve our service to you?

Please provide details:

13. Would you like to be contacted by a Norstar Windows & Doors Representative?

Yes No

If Yes, person to contact:

Contact Information:

First Name:

Last Name:

E-mail:

Address:

City:

Province:

Postal Code:

Country:

Thank you for taking our Customer Survey. Please click on the Submit Survey Button to complete the Survey.