

Customer Feedback Form

Please complete and e-mail this form to the email address below.

Send Customer Feedback Form to:

NATEX Measurement Solutions
Service Officer
service@natex.net.au

We Value Your Feedback

NATEX knows you expect a consistent quality experience, whether exploring our website for information, discussing your calibration requirements, or having a product serviced. Your feedback helps us continually improve and provide you with products, services, and interactions of the highest quality and greatest value.

Why Participate?

It is an opportunity to tell us what you think is working, what isn't, and how we can improve. We use this information to identify areas for improvement and take action quickly and effectively—and as a result, NATEX customer satisfaction continues to rise.

Your Privacy

Your feedback is important to us and so is your privacy. Information collected such as commendations may be published for marketing purposes if you give us permission to do so. NATEX recognises the importance of protecting your privacy and personal information. We will not disclose your email to any third parties, unless you give your consent, or the disclosure is required by or under Australian law.

Invoice Number / Your Ref:

Business / Trading Name:

Service Officer Name:

Was our service friendly and professional?

5 (*Most satisfied*)
 4
 3
(Please tick the most appropriate box) 2
 1 (*Least satisfied*)

Did we meet your service requirements on time?

5 (*Most satisfied*)
 4
 3
 2
 1 (*Least satisfied*)

Do you find the information on our website useful?

5 (*Most satisfied*)

4

3

2

1 (*Least satisfied*)

Are we meeting your calibration and testing requirements?

5 (*Most satisfied*)

4

3

2

1 (*Least satisfied*)

Are you finding our reports or 3rd party certificates easy to interpret?

5 (*Easy to interpret*)

4

3

2

1 (*Difficult to interpret*)

Did you find our service department quick to respond to your queries?

5 (*Most satisfied*)

4

3

2

1 (*Least satisfied*)

Would you recommend NATEX to your colleagues?

Yes

No

Do you have any specific suggestions, complaints, or recommendations?

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Thank you for helping us improve.

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