

CUSTOMER SURVEY FORM



Customer Name:	MR OBI
Postcode:	SS14
System Size:	4KW 16 Panels
System Type:	LG250 mono block.

Dear Valued Customer,

Thank you for choosing Suns Energy Ltd for your solar install. We pride ourselves on our customer service and we would be grateful if you could rate our team as follows:

Please tick one of the following:

	Excellent	Good	Average	Below Average	Bad
Time Keeping	✓				
Politeness	✓				
Tidying up of site	✓				
Team Appearance	✓				
How would you rate your overall experience	✓				

Yes	No
✓	

Would you recommend Suns Energy to friends or family (we have a £200 referral scheme)

Are there any comments you would like to make?

<p>This is a unique Company. You have held onto every traditionally good thing about a business - transparency, informality, honesty and the willingness to see from the Customers view, yet correcting that view if it is not enlightened. Others should learn from you and business will have a heart. So it is not what today's business is - a heartless competition and gain maximisation at any cost - but a humble humane deliverance and mutual satisfaction - peace.</p>

Yes	No
✓	

May we have your permission to use any of your comments on our web site

Install Manager:	
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Testimonial

I was greatly impressed by this firm from start to finish. The answer to my initial email was brief and to the point, simply answering the question I'd asked and not going into sales overdrive or other complications. My first meeting with the sales rep was very business-like without any sales hype, but very informative and helpful. I was kept abreast of what was happening all the way through and the fellow who came to conduct the survey was very business-like and efficient (he impressed me with his pleasant personality and confidence in his abilities, (and it was him who late/came to do the preparatory work on the day of installation).

I was advised of timings in advance and everything ran to time very well. The electrician arrived first at about 9:00 am and did the work~~ing~~ laying in the cabling from the roof to the consumer board and so on, and when he was well on the rest of the crew arrived to fit the frame and the panels. They each knew exactly what they were doing and seemed to be working to a well rehearsed routine. The job was finished before 3:00 pm, with everything tidy and shipshape.

Convenient arrangements were made to make the final payment when some late occurring questions were answered. The panels have been generating well and look to be on course to generate at least the power that was promised. I have found Suns-Energy a good company to work with and would not hesitate to recommend them.