

Assesment of customer satisfaction

Your opinion is important to us.

n.a. = not assessable

Are you satisfied with the product quality of Arnold AG?

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1	2	3	4	5	6		
ideal	good		in need of improvement		unacceptable	n.a.	

Are you satisfied with the advice and customer support of Arnold AG?

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1	2	3	4	5	6		
ideal	good		in need of improvement		unacceptable	n.a.	

Are you satisfied with the time of delivery of Arnold AG?

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1	2	3	4	5	6		
ideal	good		in need of improvement		unacceptable	n.a.	

Are you satisfied with the adherence to delivery dates of Arnold AG?

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1	2	3	4	5	6		
ideal	good		in need of improvement		unacceptable	n.a.	

Are you satisfied with the cost/performance ratio of Arnold AG?

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1	2	3	4	5	6		
ideal	good		in need of improvement		unacceptable	n.a.	

Please let us know how we can improve our performance in the future

Would you recommend us?

Yes No

These questions were answered by:

Company	Name
Position	Date

or print and send by fax the completed form to +49 (0) 6172 765-4055.

Arnold Aktiengesellschaft

Chairman of Supervisory: Dieter Stemmer | Board member: Uwe Arnold (Chairman of the board), Ingo Stemmer, Christoph Ebert

Headquarters: Industriestr. 6-10 | 61381 Friedrichsdorf | GERMANY | Phone: +49 (6172) 765-0 | Telefax: +49 (6172) 765-4055 | info@arnold.de

Court of registration: Bad Homburg HRB 7393 | ID-Nr. DE 114119666 | www.arnold.de