

JANTEK INDUSTRIES FACTORY STORE CUSTOMER SATISFACTION SURVEY

1- How did you learn about Jantek Industries, LLC? Newspaper Ad

2- Prior to your purchase, were our products & services explained to your satisfaction? ----- YES NO
If no, please explain _____

3- What made you decide to purchase from Jantek rather than somewhere else?
Previous purchase

4- Was your order completed when promised? -----
If no, were you contacted about the delay & given a reasonable explanation? -----
If no, please explain _____

5- Was the product you received correct & free from defects? -----
If no, please explain _____

6- If Jantek provided installation of your products, was the installation to your satisfaction? --
If no, please explain _____

7- What did you like best about your experience? Friendly & efficient service

8- If the need arises for any additional windows, doors, decking, railing or fencing, would you purchase again from Jantek Industries, LLC? -----

9- Would you recommend Jantek products to family & friends? -----

10- Please add any additional comments or suggestions -
Very good job, did installation efficiently & pleasantly

Thank you again for taking your time to complete this survey. Please return to Jantek Industries, LLC in the enclosed postage paid envelope.

Order # 80269

Evans

JANTEK INDUSTRIES FACTORY STORE CUSTOMER SATISFACTION SURVEY

1- How did you learn about Jantek Industries, LLC? friend

2- Prior to your purchase, were our products & services explained to your satisfaction? ----- YES NO
If no, please explain _____

3- What made you decide to purchase from Jantek rather than somewhere else?
price and product

4- Was your order completed when promised? -----
If no, were you contacted about the delay & given a reasonable explanation? -----
If no, please explain _____

5- Was the product you received correct & free from defects? -----
If no, please explain _____

6- If Jantek provided installation of your products, was the installation to your satisfaction? --
If no, please explain _____

7- What did you like best about your experience? the look of my house
when finished, having windows I can open + the clear view
from inside my house

8- If the need arises for any additional windows, doors, decking, railing or fencing, would you purchase again from Jantek Industries, LLC? -----

9- Would you recommend Jantek products to family & friends? -----

10- Please add any additional comments or suggestions -
installers were very professional, we
were extremely pleased with their
work

Thank you again for taking your time to complete this survey. Please return to Jantek Industries, LLC in the enclosed postage paid envelope.

Order # 80260

Martin

JANTEK INDUSTRIES FACTORY STORE CUSTOMER SATISFACTION SURVEY

1- How did you learn about Jantek Industries, LLC? We pass you every weekend on the way to the shore

2- Prior to your purchase, were our products & services explained to your satisfaction? ----- YES NO

If no, please explain _____

3- What made you decide to purchase from Jantek rather than somewhere else? You make your own windows and use own employees

4- Was your order completed when promised? ----- yes YES NO

If no, were you contacted about the delay & given a reasonable explanation? ----- YES NO

If no, please explain _____

5- Was the product you received correct & free from defects? ----- YES NO

If no, please explain _____

6- If Jantek provided installation of your products, was the installation to your satisfaction? -- YES NO

If no, please explain _____

7- What did you like best about your experience? Pleasant employees + experienced employees

8- If the need arises for any additional windows, doors, decking, railing or fencing, would you purchase again from Jantek Industries, LLC? ----- YES NO

9- Would you recommend Jantek products to family & friends? I already did! YES NO

10- Please add any additional comments or suggestions -

Thank you again for taking your time to complete this survey. Please return to Jantek Industries, LLC in the enclosed postage paid envelope.

Order # 86145

Slepian
Half-rand people

JANTEK INDUSTRIES FACTORY STORE CUSTOMER SATISFACTION SURVEY

1- How did you learn about Jantek Industries, LLC? NEWSPAPER AD

2- Prior to your purchase, were our products & services explained to your satisfaction? ----- YES NO

If no, please explain _____

3- What made you decide to purchase from Jantek rather than somewhere else?
SERVICE @ SHOWROOM, PRICE + PRODUCT

4- Was your order completed when promised? -----

If no, were you contacted about the delay & given a reasonable explanation? -----

If no, please explain _____

5- Was the product you received correct & free from defects? -----

If no, please explain _____

6- If Jantek provided installation of your products, was the installation to your satisfaction? --

If no, please explain _____

7- What did you like best about your experience? EVERYTHING

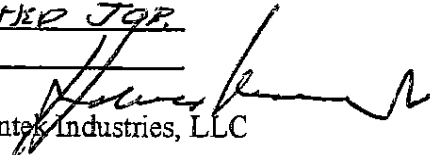
8- If the need arises for any additional windows, doors, decking, railing or fencing, would you purchase again from Jantek Industries, LLC? -----

9- Would you recommend Jantek products to family & friends? -----

10- Please add any additional comments or suggestions -

YOU MAY USE MY NAME AS A REFERENCE
& YOU MAY SHOW MY HOME TO ANYONE
THAT WANTS TO SEE A COMPLETED JOB.

Thank you again for taking your time to complete this survey. Please return to Jantek Industries, LLC in the enclosed postage paid envelope.



Order # 80092

Hildebrand

JANTEK INDUSTRIES FACTORY STORE CUSTOMER SATISFACTION SURVEY

1- How did you learn about Jantek Industries, LLC? FROM A CUSTOMER

2- Prior to your purchase, were our products & services explained to your satisfaction? ----- YES NO

If no, please explain _____

3- What made you decide to purchase from Jantek rather than somewhere else?
FORMER CUSTOMER VERY HAPPY

4- Was your order completed when promised? -----

If no, were you contacted about the delay & given a reasonable explanation? -----

If no, please explain _____

5- Was the product you received correct & free from defects? -----

If no, please explain _____

6- If Jantek provided installation of your products, was the installation to your satisfaction? --

If no, please explain _____

7- What did you like best about your experience?

8- If the need arises for any additional windows, doors, decking, railing or fencing, would you purchase again from Jantek Industries, LLC? -----

9- Would you recommend Jantek products to family & friends? -----

10- Please add any additional comments or suggestions -

Thank you again for taking your time to complete this survey. Please return to Jantek Industries, LLC in the enclosed postage paid envelope.

Order # 80067

McCartey

JANTEK INDUSTRIES FACTORY STORE CUSTOMER SATISFACTION SURVEY

1- How did you learn about Jantek Industries, LLC? DRIVING BY

2- Prior to your purchase, were our products & services explained to your satisfaction? ----- YES NO

If no, please explain _____

3- What made you decide to purchase from Jantek rather than somewhere else? HAVE DEDICATED INSTALLERS - NOT CONTRACTED OUT

4- Was your order completed when promised? YES - AHEAD OF TIME -----

If no, were you contacted about the delay & given a reasonable explanation? -----

If no, please explain _____

5- Was the product you received correct & free from defects? -----

If no, please explain _____

6- If Jantek provided installation of your products, was the installation to your satisfaction? --

If no, please explain _____

7- What did you like best about your experience? EVERYONE DID WHAT THEY PROMISED
INSTALLERS WERE EXPERIENCED & EFFICIENT

8- If the need arises for any additional windows, doors, decking, railing or fencing, would you purchase again from Jantek Industries, LLC? -----

9- Would you recommend Jantek products to family & friends? -----

10- Please add any additional comments or suggestions - LIKE THAT YOU SEND
SOMEONE OUT TO INSPECT INSTALLATION. THAT YOUR MAN.
& INSTALL YOURSELVES BIG PLUS.
NO ONE INFORMED ME A SIGN WOULD BE PLACED IN
MY PROPERTY - WHO IS SOMEONE COMING TO PICK IT
UP?

Thank you again for taking your time to complete this survey. Please return to Jantek Industries, LLC in the enclosed postage paid envelope.

Order # 80069

Heltienne

JANTEK INDUSTRIES FACTORY STORE CUSTOMER SATISFACTION SURVEY

1- How did you learn about Jantek Industries, LLC? Lived on Medford Days

2- Prior to your purchase, were our products & services explained to your satisfaction? ----- YES NO
If no, please explain _____

3- What made you decide to purchase from Jantek rather than somewhere else?
Buy local

4- Was your order completed when promised? ----- YES NO
If no, were you contacted about the delay & given a reasonable explanation? ----- YES NO
If no, please explain _____

5- Was the product you received correct & free from defects? ----- YES NO
If no, please explain _____

6- If Jantek provided installation of your products, was the installation to your satisfaction? -- YES NO
If no, please explain _____

7- What did you like best about your experience? Customer Service
Installers

8- If the need arises for any additional windows, doors, decking, railing or fencing, would you purchase again from Jantek Industries, LLC? ----- YES NO

9- Would you recommend Jantek products to family & friends? ----- YES NO

10- Please add any additional comments or suggestions -
Done above + beyond.
Very capable installers
clean & Courteous

Thank you again for taking your time to complete this survey. Please return to Jantek Industries, LLC in the enclosed postage paid envelope.

Order # 79947

Karen Brown

JANTEK INDUSTRIES FACTORY STORE CUSTOMER SATISFACTION SURVEY

1- How did you learn about Jantek Industries, LLC? internet

2- Prior to your purchase, were our products & services explained to your satisfaction? ----- YES NO

If no, please explain _____

3- What made you decide to purchase from Jantek rather than somewhere else?
Brass inserts

4- Was your order completed when promised? -----

If no, were you contacted about the delay & given a reasonable explanation? -----

If no, please explain _____

5- Was the product you received correct & free from defects? -----

If no, please explain large window scratched during install but it was fixed

6- If Jantek provided installation of your products, was the installation to your satisfaction? -- *w/ compar*

If no, please explain _____

7- What did you like best about your experience? Excellent personnel

8- If the need arises for any additional windows, doors, decking, railing or fencing, would you purchase again from Jantek Industries, LLC? -----

9- Would you recommend Jantek products to family & friends? -----

10- Please add any additional comments or suggestions -

Thank you again for taking your time to complete this survey. Please return to Jantek Industries, LLC in the enclosed postage paid envelope.

Order # 79901

Dawkins

JANTEK INDUSTRIES FACTORY STORE CUSTOMER SATISFACTION SURVEY

1- How did you learn about Jantek Industries, LLC? Saw your building

2- Prior to your purchase, were our products & services explained to your satisfaction? ----- YES NO

If no, please explain _____

3- What made you decide to purchase from Jantek rather than somewhere else? Price, product quality, customer service

4- Was your order completed when promised? ----- YES NO
If no, were you contacted about the delay & given a reasonable explanation? ----- YES NO

If no, please explain _____

5- Was the product you received correct & free from defects? Beautifully done YES NO
If no, please explain _____

6- If Jantek provided installation of your products, was the installation to your satisfaction? -- YES NO
~~If no, please explain~~ Excellent, quick, neat efficient & courteous workers

7- What did you like best about your experience? From beginning to end honest, beautiful products, fast installation, nice people, great price

8- If the need arises for any additional windows, doors, decking, railing or fencing, would you purchase again from Jantek Industries, LLC? ----- YES NO

9- Would you recommend Jantek products to family & friends? absolutely - YES NO
already have!!

10- Please add any additional comments or suggestions -
Could it have been, more efficient installers! They are courteous, explained things, very pleasant, very clean & neat, kept our home & property, EVEN THOUGH IT WAS THE HOTTEST MOST HUMID DAY OF THE YEAR.

Thank you again for taking your time to complete this survey. Please return to Jantek Industries, LLC in the enclosed postage paid envelope.

Order # 79878 He will return!

Thank you!
The Redners

JANTEK INDUSTRIES FACTORY STORE CUSTOMER SATISFACTION SURVEY

1- How did you learn about Jantek Industries, LLC? LOCAL PAPER (MEDFORD)

2- Prior to your purchase, were our products & services explained to your satisfaction? ----- YES NO
If no, please explain _____

3- What made you decide to purchase from Jantek rather than somewhere else? PRICE, QUALITY + SALESMANSHIP + INSTALLATION

4- Was your order completed when promised? -----
If no, were you contacted about the delay & given a reasonable explanation? -----
If no, please explain _____

5- Was the product you received correct & free from defects? -----
If no, please explain _____

6- If Jantek provided installation of your products, was the installation to your satisfaction? --
If no, please explain _____

7- What did you like best about your experience? THE SKILLS + PROFESSIONALISM OF EACH PERSON - FELT VERY FORTUNATE

8- If the need arises for any additional windows, doors, decking, railing or fencing, would you purchase again from Jantek Industries, LLC? -----

9- Would you recommend Jantek products to family & friends? ALREADY HAVE

10- Please add any additional comments or suggestions - FROM THE DAY I WALKED IN + Spoke with Sherrin - showed the product - till I met WACT. WACT VERY PROFESSIONAL & KNOWLEDGABLE. IN TALKATION BIC & JOHN VER CONFIDENT IN THEIR PERFORMANCES. GAVE YOUR SERVICE MGR. VERY KNOWLEDGABLE + PROFESSIONAL YOU HAVE A GREAT TEAM @ JANTEK

Thank you again for taking your time to complete this survey. Please return to Jantek Industries, LLC in the enclosed postage paid envelope.

Order # 79809

THANK'S AGAIN
BEST REGARDS
Claude Bailey

JANTEK INDUSTRIES FACTORY STORE CUSTOMER SATISFACTION SURVEY

1- How did you learn about Jantek Industries, LLC ? Relative

2- Prior to your purchase, were our products & services explained to your satisfaction ? ----- YES NO
If no, please explain _____

3- What made you decide to purchase from Jantek rather than somewhere else ?
I was not pressured and I loved the windows

4- Was your order completed when promised ? -----
If no, were you contacted about the delay & given a reasonable explanation ? -----
If no, please explain _____

5- Was the product you received correct & free from defects ? -----
If no, please explain _____

6- If Jantek provided installation of your products, was the installation to your satisfaction ? --
If no, please explain _____

7- What did you like best about your experience ? Your installers were "First Class"! They never stopped working until they were done!

8- If the need arises for any additional windows, doors, decking, railing or fencing, would you purchase again from Jantek Industries, LLC ? -----

9- Would you recommend Jantek products to family & friends ? -----

10- Please add any additional comments or suggestions - I liked everything about Jantek. I will be spreading the word to everyone. Right now, I am trying to talk my mother into getting new windows. Thank you for a great experience with your company!
Linda Baker

Thank you again for taking your time to complete this survey. Please return to Jantek Industries, LLC in the enclosed postage paid envelope.

Order # 79936

Linda Baker

JANTEK INDUSTRIES FACTORY STORE CUSTOMER SATISFACTION SURVEY

1- How did you learn about Jantek Industries, LLC? MAIL AD

YES NO

2- Prior to your purchase, were our products & services explained to your satisfaction? -----

If no, please explain _____

3- What made you decide to purchase from Jantek rather than somewhere else?

PRICE & QUALITY

4- Was your order completed when promised? -----

If no, were you contacted about the delay & given a reasonable explanation? -----

If no, please explain _____

5- Was the product you received correct & free from defects? -----

If no, please explain _____

6- If Jantek provided installation of your products, was the installation to your satisfaction? --

If no, please explain _____

7- What did you like best about your experience? INSTALLERS WERE

VERY THOROUGH. FOLLOW UP FROM SUPERVISOR WAS VERY GOOD

8- If the need arises for any additional windows, doors, decking, railing or fencing, would you purchase again from Jantek Industries, LLC? -----

9- Would you recommend Jantek products to family & friends? -----

10- Please add any additional comments or suggestions -

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Order # 29582

Ford

JANTEK INDUSTRIES FACTORY STORE CUSTOMER SATISFACTION SURVEY

1- How did you learn about Jantek Industries, LLC? passed by while driving
→ looked up on internet

2- Prior to your purchase, were our products & services explained to your satisfaction? -----

YES NO

If no, please explain _____

3- What made you decide to purchase from Jantek rather than somewhere else?

local company

4- Was your order completed when promised? -----

If no, were you contacted about the delay & given a reasonable explanation? -----

If no, please explain window was delivered as promised but
support system not adequate so delay in using/installing
shelves

5- Was the product you received correct & free from defects? -----

If no, please explain _____

6- If Jantek provided installation of your products, was the installation to your satisfaction? --

If no, please explain _____

7- What did you like best about your experience? when there was a question

re supports, you solved the problem creatively + elegantly

8- If the need arises for any additional windows, doors, decking, railing or fencing, would you purchase again from Jantek Industries, LLC? -----

9- Would you recommend Jantek products to family & friends? -----

10- Please add any additional comments or suggestions - I am very satisfied

with the garden window - it's gorgeous! Love
the innovative support system which adds to
the clean, elegant look. Thank you for
this creative solution!

Thank you again for taking your time to complete this survey. Please return to Jantek Industries, LLC in the enclosed postage paid envelope.

Order # 79523

*Westlin
garden*