



Graphic Communications Customer Survey

GCI | 793 NINA WAY, WARMINSTER, PA 18974 | PHONE 215.441.5335 | FAX 215.441.0997

It's All About You

Based on a long-term, multi-service approach, GCI continues to develop strong partnerships and provide comprehensive solutions to advance our clients' business. With your feedback, we can continue to provide our customer service, prepress, production and delivery teams with the best training possible to ensure consistent quality and customer satisfaction.

GCI thanks you in advance for helping us to better understand your needs.

Customer Service

	Absolutely	Somewhat	Not At All	N/A
• GCI's customer service team was attentive and helpful.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
• They showed commitment to my satisfaction.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
• My questions were answered in full.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
• Price quotes were accurate and timely.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
• Problems and complaints were resolved promptly.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
• My overall experience with GCI was a positive one.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Packaging & Delivery

	Absolutely	Somewhat	Not At All	N/A
• The packaging of my product met my expectations.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
• The paperwork was clear and accurate.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
• My shipping instructions were followed.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
• The shipment was received in good condition.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Product Quality

	Absolutely	Somewhat	Not At All	N/A
• The quality of my printed product met my expectations.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
• The performance of my printed product met my expectations.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Requests

- Please send me a brochure for more information on additional GCI products and services.
- Please have a member of your customer service team contact me.

Name _____ Phone _____ Fax _____

Address _____ City / State / Zip _____

E-mail _____ Best Day / Time to Reach Me _____

Comments
