

DATE: / /

CUSTOMER NAME	Amount:	JOB DIScription:		
ADDRESS:		CAMERA:		SCREEN:
		MIC:		LIGHT:
		ALARM:		
POSTCODE:				
PHONE:	Engineer:	OTHER:		

This is a **customer satisfaction & agreement form**, it should **be filed out by the customers themselves after completion of the job**.

To help us to improve our services, please answer the questions below.

- A. If you are happy with the installation, please sign the bottom of the form,
 B. If not please answer only the question, fill out with your name and the date.

1- What time did the engineer arrive at the job site?		
2- Did the engineer ask you where the equipment should be set?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
3- Were you satisfied with the placement of the equipment?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
4- Did the engineer give you the user manual and the CD software for the recorder?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
5- Did the engineer do a quick demonstration of how to use the equipment?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
6- Were you satisfied with the trunking and the way the cable are run?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
7- Did the engineer leave the job site in a clean state?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
8- Overall how satisfied were you with all the work carried out?		
Very satisfied <input type="checkbox"/> Satisfied <input type="checkbox"/> Neutral <input type="checkbox"/> Unsatisfied <input type="checkbox"/> Very Unsatisfied <input type="checkbox"/>		

9- If you have any comment to add, or would like to discuss our services further, please fill in the section below and our support team will contact you.

Once completing the form, if you are happy with the job please print your name, date and sign. If not please leave it blank.

PRINT NAME:	DATE:	
	SIGNATURE:	

IMPORTANT NOTE:

- 1- All complaints after signing the form will be subject to fee cost, this will not affect your statutory rights.
- 2- Any extra work which have been carried out by engineers without the company's concern will not be covered by Mass Securities LTD
- 3- Only sign the section 10 of the form once you are happy with the job.
- 4- This form is not an invoice or a sales receipt.