

122 N. Second Street
Rockford, IL 61107
815-398-1969



4788 McFarland Court
McFarland, WI 53588
608-273-4200

Replacement Report

SATISFIED WITH OUR SERVICES?

Date: 6/5/10

- Was your initial call for an appointment handled promptly and efficiently? Yes No
- Were the installers on time for your appointment? Yes No
- Were the installers polite and professional? Yes No
- Did our installers complete the installation to your expectations? Yes No
- Did our installers explain the operation of your new system? Yes No
- Did our installers answer all of your questions? Yes No
- Does anyone in your home suffer from allergies? Yes No
- Do you have to dust often? Yes No
- Upon completion of your installation, did our installers leave your home clean and free of debris and materials? Yes No
- Did our installers use floor covering and wear shoe covers upon entering your home? NOT REQUIRED Yes No
- Is the appearance of our installers satisfactory? Yes No

Please rate our service on a scale of 1—10 with 10 being the highest

1 2 3 4 5 6 7 8 9 10

- Would you recommend Norstar to your friends or family? Yes No
- May we quote you or use you as a reference? Yes No
- Are you a current member of our Club Membership Program? Yes No
- Would you like to earn extra money by participating in our referral program? Yes No

Please use the below space for any comments or suggestions

I AM A RETURN CUSTOMER AND AGAIN, I'M VERY
SATISFIED WITH ALL ASPECTS OF MY PURCHASE.
FROM THE SALE TO THE FINAL INSTALLATION, EVERYTHING
WAS TIMELY, PROFESSIONAL, AND OF HIGH QUALITY.
(RARE IN THIS DAY AND AGE)

Name: Robert King Phone # _____
Address: _____ OREGON, IL 61061
E-mail: _____