



CUSTOMER QUESTIONNAIRE

Please take a moment to complete this questionnaire. Our aim is to understand product performance in your market to improve our products and services.

For each question, please select the option that best describes your opinion. Choose from poor to excellent, or N/A if the question is not relevant to your experiences. Feel free to add any comments for each section or at the end of the questionnaire.

How would you rate the performance of the following products in the Operating Room?

Poor Unsatisfactory Indifferent Satisfactory Excellent N/A

Bladeless Trocars (Natura, GeniLook, GeniPalm)

Shielded Trocars (GeniShield)

Blunt Ports (Hasson)

Specimen Retrieval Bags (GeniStrong, SimplyStrong, EZee)

Veress Needles (GeniFirst)

Titanium Ligation (GeniClip, A Li-Gator)

MonoPolar (GeniSurge, NanoSurge)

BiPolar (BiSurge)

Suction Irrigators (GeniFlow, PowerFlow)

Comments:

How would you rate the packaging of the products?

Poor Unsatisfactory Indifferent Satisfactory Excellent N/A

Shipping Cartons

Shelf Boxes

Individual Units

Insert Cards

Comments:

How would you rate the support received from your contact with GENICON?

Poor Unsatisfactory Indifferent Satisfactory Excellent N/A

Sales Representatives

Customer Service Reps

Order Acknowledgments

Delivery Times

General Inquiries (Pricing, Bids, etc.)

Comments:

How would you rate the following marketing or informational materials?

Poor Unsatisfactory Indifferent Satisfactory Excellent N/A

Instructions for Use (e-IFU)

Literature

Website (geniconendo.com)

Comments:

Have you ever filed a complaint concerning any GENICON products?

No Yes

How would you rate the speed at which the complaint was handled?

Poor Unsatisfactory Indifferent Satisfactory Excellent N/A

How would you rate the quality of the response and solution to the complaint?

Poor Unsatisfactory Indifferent Satisfactory Excellent N/A

Comments:

Please include any further comments, questions, concerns, or suggestions.

Comments:

Company

Printed Name

Signature

Date

Thank you for your time.
Completed forms may be faxed to (+01) 407.677.9773,
emailed to info@geniconendo.com, or mailed to our office at
Attn: GENICON Quality
6869 Stapoint Court Suite 114
Winter Park, FL 32792

You may also contact us with any questions at (+01) 407.657.4851