

Enthalpy Client Feedback Form

Thank you for taking the time to provide your feedback on our service. We value your input as we strive to improve your experience with us in the future.

Responding Company:	
Responding Individual:	
Client Project Number	
Client Project Name:	
Enthalpy Project Number:	

Planning Phase:

	Rating:	Comment:
Sales contact prompt and courteous		
Quote received on-time		
Test supplies (equipment, media etc.) received on-time		

Project Performance:

	Rating:	Comment:
Sample Order Acknowledgment Form (OAF) received in timely manner		
OAF reflected scope of work requested		
Discrepancies between scope and OAF resolved in a timely manner		
Report delivered on-time		
Report met expectations		
Report revisions made in a timely manner		

Invoicing:

	Rating:	Comment:
Invoice received in timely manner		
Invoice matched project scope as described on OAF		
Discrepancies between invoice and OAF resolved in a timely manner		

General Experience:

	Rating:	Comment:
Enthalpy met my expectations		
I will use Enthalpy's services again		
I would recommend Enthalpy to a colleague		

Additional Comments: Please provide any additional comments on your experience with our services.	
--	--