



Stantone Mechanical Handling Ltd

Customer Satisfaction Feedback

To help us provide you with a better service, please complete this short Customer Satisfaction Feedback Form and return it to quality@stantone.co.uk

If you have any observations, comments or suggestions relating to products, services or training provided by Stantone Mechanical Handling Ltd (SMHL), please leave them in the customer feedback box below.

Please complete your company name and contact details, and your SMHL representative / point of contact ([Please note - Ref No. and Reviewed By to be completed by SMHL](#))

Company Name:	Feedback By:	Position:
Telephone No.	Email:	Date:
SMHL Contact:	SMHL Ref No:	SMHL Reviewed By:

Please indicate the Product, Method of Funding or Services Provided by placing a "tick" in the box below ✓

Product		Contract			Service Provided					
Product / Equipment Description	Product	Purchased	Leased	Hired	Warranty	Customer Support	Training	Servicing	Spares	Remedial works
Forklifts / Material Handling Aids										
Material Handling Aids										
Access Equipment / Work Platforms										
Utility Vehicles										
Commercial Cleaning Equipment										
Other: (List)										

Please indicate the Level of satisfaction by placing a "tick" in the box below ✓

Delivery of Product / Service / Training:	V. Poor	Poor	Good	V. Good	Excellent
Was the product, service or training delivered on time?					
Documentation:	V. Poor	Poor	Good	V. Good	Excellent
Was all the correct paperwork, manuals etc?					
Quantity of Product Supplied:	V. Poor	Poor	Good	V. Good	Excellent
Was the order fulfilled as requested?					
Quantity of Service Provided:	V. Poor	Poor	Good	V. Good	Excellent
Was the quality of the service provided as expected?					
Quantity of Training Provide :	V. Poor	Poor	Good	V. Good	Excellent
Was the quality of the training provided as expected?					
Overall Satisfaction:	V. Poor	Poor	Good	V. Good	Excellent
Overall, how satisfied were you with the service provided by SMHL?					

Customer Feedback Box

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Title: Customer Satisfaction Feedback

Ref No: SMH QUAL FOR 017

Issue No: 001

Date: 01/01/2025