# Customer Feedback Survey

**Purpose:** This survey is designed to gather customer feedback on our products and services. Your responses are valuable in helping us improve your customer experience.

## Customer Information

**Name:** {name}  
**Email:** {email}  
**Phone:** {phone}  
**Purchase Date:** {purchaseDate}

## Product/Service Details

**Product/Service Name:** {productName}  
**Order/Invoice Number:** {orderNumber}

## Feedback Questions

1. How satisfied are you with the product/service? **{satisfactionLevel}**
2. What features did you like the most? *{likedFeatures}*
3. What areas do you think we can improve? *{improvements}*
4. Would you recommend us to others? **{recommendation}**

## Additional Comments

{additionalComments}

{#followUpConsent}

## Consent for Follow-Up

The customer has agreed to be contacted for additional feedback or clarification.

**Preferred Contact Method:** {preferredContactMethod}

**Best Time to Reach:** {contactTime}

{/followUpConsent}

{^followUpConsent}

## Consent for Follow-Up

The customer has not agreed to be contacted for additional feedback or clarification.

{/followUpConsent}

## Summary of Ratings

|  |  |  |
| --- | --- | --- |
| **Area** | **Rating (1-5)** | **Comments** |
| {#ratings}{category} | {rating} | {comment}{/ratings} |

## Service Representatives Involved

{#representatives}

* **{name}** - {role}, Contact: {contact}

{/representatives}

Thank you for your valuable feedback!