

J.H. Fletcher & Co.
P.O. Box 2187
Huntington, WV 25722
304 . 525 . 7811

Fletcher[®]
MINING EQUIPMENT

Dear Valued Customer,

At J.H. Fletcher & Co. we are committed to exceeding our clients' expectations through the quality of our products. Customer feedback is important in helping us provide the best product possible, and we would like your help. We have enclosed a customer satisfaction survey and would value your opinion. Your response will help us to improve the quality of our products and services we provide you. Please fill out the attached survey and fax to (304.523.1317)

In return for your time and opinion, we will provide you a Fletcher hat along with Quality Assurance Stickers.

Best Regards,
--JHF

J.H. Fletcher & Co.TM

Customer Satisfaction Survey

Name: _____

Company: _____

Mine: _____

Address: _____

1. How satisfied are you with Fletcher meeting the promised delivery dates?
Very Satisfied Satisfied Neutral Dissatisfied Very Dissatisfied
2. How satisfied are you with the workmanship and appearance of the equipment?
Very Satisfied Satisfied Neutral Dissatisfied Very Dissatisfied
3. How satisfied are you that the equipment meets your needs and specifications?
Very Satisfied Satisfied Neutral Dissatisfied Very Dissatisfied
4. How satisfied are you with the overall quality of the machine?
Very Satisfied Satisfied Neutral Dissatisfied Very Dissatisfied
5. How would you rate the quality of the equipment compared to other manufactures?
Very Satisfied Satisfied Neutral Dissatisfied Very Dissatisfied

6. Do you have any suggestions on how we can improve our equipment?
