



\$319

Shop Online
-Or-
In-Store!

Clean Should Be Simple
The faster, easier, more efficient way to
clean your CPAP equipment.

REPORT CARD

At Binson's and our affiliate companies, 100% customer satisfaction is our goal. We appreciate customer feedback in order to determine if we are achieving our goal and to identify areas requiring improvement. Please take a moment to complete the following survey to assist us in evaluating our Quality System. You may submit this form completely anonymously, however, we hope that you will include your name and address/or phone number so we can contact you, if necessary.

What products and services did you receive? (Check all that apply)

- General Medical Supplies
- Respiratory Services
- Wheelchairs, Scooters, etc.
- Diabetes Supplies - Mail Order
- Diabetes Supplies - In Store
- Rehab/Mobility - Repairs
- Pharmacy
- Nutritional Services
- Medical Equipment
- Orthotics/Prosthetics
- Boutique/Mastectomy
- Infusion Therapy
- Home Lifts and Ramps
- Private Duty Nursing

Which of our locations services you? (If applicable)

- Ann Arbor
- Brighton
- Center Line
- Dearborn
- Eastpointe
- Farmington Hills
- Flint
- Livonia
- Royal Oak
- Southgate
- St. Mary-Livonia
- Sterling Heights
- Troy
- Longwood, FL

Please rate the following statements

below by checking the appropriate box:

SUPERIOR GOOD AVERAGE POOR N/A

	SUPERIOR	GOOD	AVERAGE	POOR	N/A
CONDITION – EQUIPMENT/SUPPLIES: Condition of the equipment and/or supplies you received (consider cleanliness, working order, packaging, etc.).	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
ORDER CORRECT: My order was correct.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
TIMELINESS: My order/service was received timely (Binson's target for timeliness for deliveries is within 1 hour of the time or timeframe discussed with you prior to delivery).	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
SERVICE: Staff were courteous, knowledgeable and helpful.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
INSTRUCTIONS: Instructions including the use and care of equipment/supplies were clear, complete and questions were answered to your satisfaction.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
CARE AND CONCERN: Service staff demonstrated a caring attitude and were sensitive to your needs and/or situation.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
OVERALL RATING: My overall experience with Binson's.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

COMMENTS: _____

Customer Name / Address / Phone (OPTIONAL) _____

Date _____