



# D.L. MARTIN COMPANY

25 E. Harbaugh Drive, Mercersburg, PA. 17236  
Phone (717) 328-2141/Fax (717) 328-5437 or (717) 328-5919  
www.dlmartin.com

## FIELD SURVEY

Company:
Name:
Position:

For each item identified below, circle the number to the right that best fits your judgment of its quality. Use the scale above to select the quality number. When finished fax or email to [smumma@dlmartin.com](mailto:smumma@dlmartin.com) or [mwhite@dlmartin.com](mailto:mwhite@dlmartin.com).

Description/Identification of Survey Item	Scale				
	P o o r	Good			E x c e l l e n t
1. Parts and kits provided as ordered.	1	2	3	4	5
2. Fit, function and efficiency of the jack assembly.	1	2	3	4	5
3. Quality of instructions provided.	1	2	3	4	5
4. Performance of jack assembly and components.	1	2	3	4	5
5. Quality of technical assistance if needed.	1	2	3	4	5
6. Quality of sales associates.	1	2	3	4	5
7. Quality of company website and its information.	1	2	3	4	5
8. The overall quality of the jack assembly.	1	2	3	4	5
9. The overall quality of your experience with D.L. Martin.	1	2	3	4	5

What would you change about the installation process or the kits provided.

What is the most common problem that occurs during the life of the unit?



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What is the most common complaint from your customer about the unit?

When problems arise and technical assistance is needed, are your concerns and questions dealt with in a timely manner, and is the person helpful and considerate to your needs?

Do you receive replacement or warranty parts in a timely manner and are they correct?

What could be improved about any of the installation manuals?

Are there any changes to the design of the unit (major or minor) that you would like to see?

Would you recommend this unit to another customer?

Any other comments or complaints?