

Thank you for using Inalab Japan. We would like to ask you some questions about your experience using our services. We would greatly appreciate it if you could fill out the short questionnaire below about your customer experience and return it to us by email or fax (see above).

1. The following questions concern your contact details. Date: _____ / _____ / _____

Organization Name: _____ Your Name: _____

Email Address: _____ Telephone: _____

May we contact you using the above details to discuss your comments? Yes • No

2. The following questions concern your experience with Inalab Japan. We welcome any and all comments.

Please check the box that best represents your experience of...	<i>Excellent</i>	<i>Good</i>	<i>Average</i>	<i>Less than Satisfactory</i>	<i>Bad</i>	<i>No opinion</i>
... interacting with Inalab Japan's staff						
... the chain-of-custody document and sample submission process						
... reading, understanding and using Inalab Japan's analytical						
... the time taken between sample submission and receiving the						
... your overall experience of using Inalab Japan						

Further comments regarding any of the above:

3. This final section addresses areas in which we could improve our customer service and analytical products. We welcome any and all comments.

Comments:

Thank you for taking the time to help us improve our customer service. We look forward to working with you again in the future.