

# Customer Service Survey

Date: October 20, 2006

Product: 1000 Liter Closed Top Tank

Dear Mr. Coyne,

Thank you for the purchase of the above products. In order to provide you and all our customers with the best possible service, would you spend a few moments to fill out this survey?

Please rate the following questions from 1 (Poor), 3 (Average), 5 (Excellent)

- |                                                                                                                            | 5                                       | 4                        | 3                        | 2                           | 1                        |
|----------------------------------------------------------------------------------------------------------------------------|-----------------------------------------|--------------------------|--------------------------|-----------------------------|--------------------------|
| 1) Did Mio Vigneto Products work with you to insure that you were availed to all options?                                  | <input checked="" type="checkbox"/>     | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>    | <input type="checkbox"/> |
| 2) Where you allowed to customize your tank to meet the needs of your operation?                                           | <input checked="" type="checkbox"/> Yes |                          |                          | <input type="checkbox"/> No |                          |
| 3) Did Mio Vigneto Products keep you informed on the progress of your order?                                               | <input checked="" type="checkbox"/>     | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>    | <input type="checkbox"/> |
| 4) Condition of the tank(s) container?                                                                                     | <input checked="" type="checkbox"/>     | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>    | <input type="checkbox"/> |
| 5) Where the tank(s) well protected?                                                                                       | <input checked="" type="checkbox"/>     | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>    | <input type="checkbox"/> |
| 6) Material and Workmanship                                                                                                | <input checked="" type="checkbox"/>     | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/>    | <input type="checkbox"/> |
| 7) Rating similar available tanks manufactured by others as a 3 (Average)<br>How would you rate our tank(s) you purchased? |                                         |                          |                          |                             |                          |

- |                                |                                     |                          |                          |                          |                          |                 |
|--------------------------------|-------------------------------------|--------------------------|--------------------------|--------------------------|--------------------------|-----------------|
| a) Thickness of material used? | <input type="checkbox"/>            | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <i>Not Sure</i> |
| b) Quality of workmanship?     | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |                 |
| c) Pricing?                    | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |                 |

- 8) Would you recommend our products to others in the wine industry?  
 Yes       No

Is there any feature that you haven't been apprized of that you would like to see included in future options?

Dimensional details of tank can be improved see reverse for example.  
Also Volume/foot should be stated so tank can be easily gauged.