

Customer Satisfaction Survey

ARI Shipping strives to provide our customers with the highest possible level of service. We want to know how you feel about our performance, our ability to meet or exceed your expectations and how we may improve our services. Please take a few minutes and participate in our Customer Satisfaction Survey and thank you in advance for your cooperation.

[Click here to start](#)

Question	Poor	Fair	OK	Good	Exc.
Did you receive a pick up/delivery in a timely manner?	1	2	3	4	5
Did ARI provide you with all the necessary documentation for your shipment?	1	2	3	4	5
Did a staff member walk you through your shipment and update you with shipment status?	1	2	3	4	5
How would you evaluate our staff?	1	2	3	4	5
Did we answer your questions in an efficient and timely manner?	1	2	3	4	5
How accurate was our billing statement compared to the original price quote? If there were any changes to the original price quote, were you satisfied with the reason for the discrepancy?	1	2	3	4	5
Were you satisfied with how ARI handled any complaints or concerns you may have had?	1	2	3	4	5
How would you rate your overall shipping experience with ARI?	1	2	3	4	5
Would you continue to use ARI for your shipping needs?	1	2	3	4	5
Would you recommend our services to others?	1	2	3	4	5

Additional comments:

Name: _____

Company name: _____

Date: _____

File number: _____