

Please complete form, then mail or fax to Richtone Painting

Customer Evaluation

Name: _____ Job Site Supervisor: _____
 Address: _____ Date Finished: _____
 City/Zip: _____ Estimator: _____
 Phone: _____

Please fill out this form completely. All of Richtone's employees' bonuses are based on this evaluation form. Rate all areas from one to ten, ten being the best. This form must be completed, signed and returned in order for the warranty to be valid.

Initial Contact

- Receptionist professional and courteous. • Calls returned in a timely manner.
-
- Availability of our sales staff. • Quality of our marketing materials.
-

Comments: _____

Estimates/Estimator

- Estimate given to you on the day promised. • Estimator professional and courteous.
-
- Estimate honest and accurate. • Estimator's knowledge of problems and solutions.
-

Comments: _____

Paint Job/Crew

- Crew arrived on schedule or updated you on adjustments to their schedule. • Calls and concerns to our production staff were answered in a timely manner.
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- Paint crew delivered what estimator promised. • Job completed in a timely manner.
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- Crew's work ethic and attention to detail. • Crew professional and courteous.
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Comments: _____

Overall rating of your Richtone Painting experience.	1 2 3 4 5 6 7 8 9 10
Can we use you as a reference?	Yes/No

Additional Comments: _____

I have read and understood the Richtone 3 year warranty (found on back of contract). I agree that all contract items have been completed to my satisfaction.

Customer Signature _____ Date _____