



## Handover and Completion Certificate

Dear Customer. We at Loftspace are determined to provide an excellent service to you. Help us measure ourselves. Your opinion is extremely important to us .

Please complete the following.

My ratings are as follows:		Poor	Fair	Good	Excellent
Consultant:	Punctuality	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
	Do you think the advice you received was	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
	Follow through	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
	Professionalism	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Installation Team:	Punctuality	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
	Appearance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
	Was the installation carried out professionally?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
	How did we clean up?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Product:	Quality	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
	Fit for purpose	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
	Are you happy you made this investment?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
General:	Your opinion of our Company	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
	Did we keep our promises?	NO <input type="checkbox"/>	YES <input type="checkbox"/>		<input checked="" type="checkbox"/>
	Would you recommend us to your friends?	NO <input type="checkbox"/>	YES <input type="checkbox"/>		<input checked="" type="checkbox"/>
Overall	Overall satisfaction index	out of 100 ▶			98 /100

Additional Comments : *VERY PROFESSIONAL TEAM AND QUALITY OF WORK*

What could we do better? .....

Are there any other home improvement products you are considering purchasing ? .....

The installation is completed to my entire satisfaction.  
 All unseen defects will be covered by my 5 year guarantee.  
 Mr. Neels Smit Cell: 083 455 7136  
 36 Main Road  
 Linden Extension

Signature: 

Date : *13* / *12* / 2011

Date	13/12/2011
Installer	Kenneth
Consultant	Patrick Fraser

**Punctual  
Precise  
Always**