



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 checked="" type="checkbox"/>	<input 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 checked="" type="checkbox"/>	<input 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 checked="" type="checkbox"/>	<input type="checkbox"/>
Product:	Quality	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	Fit for purpose	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input 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 checked="" type="checkbox"/>
	Would you recommend us to your friends?	NO	<input type="checkbox"/>	YES	<input checked="" type="checkbox"/>
Overall	Overall satisfaction index	out of 100 ▶			92 /100

Additional Comments : *The offcuts of the tiles plus plastic containers & nails were added to my firewood after specially asking they be thrown in the bin*

What could we do better?

All was friendly & well carried out!

Are there any other home improvement products you are considering purchasing? *Not at this stage*

The installation is completed to my entire satisfaction.
 All unseen defects will be covered by my 5 year guarantee.
 Mr.H.Trietsch Cell: 082 770 3877
 10 Bontelsie Street
 Randparkridge Ext 9

Date	29/02/2012
Installer	Makhado
Consultant	Patrick Fraser

Signature: _____

Date : *04/03/2012* . 1 2011

**Punctual
 Precise
 Always**