



Mountain Home Biological
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White Salmon, WA 98672

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How can we improve?

Please take a moment to help us improve your experience at Mountain Home Biological.

Product and Website Quality

How did you hear of us?

- Internet
- At a show
Location: _____
- Contacted by Mountain Home representative
Representative Name: _____
- Catalog
- Other

How would you rate our merchandise?

- Consistent high quality
- Generally good
- Quality varies daily
- Poor quality

What do you typically purchase?

- Pellets
- Glassware
- Live Materials
- Lab Supplies
- Slides/Microscopes
- Other

How would you rate our Web Site?

- Easy to navigate
- Hard to navigate
- Easy checkout
- Poor checkout

Service

How long did you wait for your call to be answered?

- Immediate service
- Less than 1 minute
- 1 to 3 minutes
- More than 3 minutes

How long did you wait for your product after ordering?

- Less than 1 week
- 1 to 3 weeks
- 3 to 5 weeks
- More than 5 weeks

How would you rate the staff?

- Friendly and helpful
- Average
- Varies on each visit
- Poor service

Did your package arrive safely?

- Yes
- No

How much was broken? _____

Did we do a reshipment? _____

Additional Comments

About you (optional)

Name _____ E-mail _____

Address _____ Phone _____

City, State, ZIP Code _____

May we add you to our mailing list, which offers news and exciting promotions? Yes No

Thank you for your participation!