



Mountain Home Biological  
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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

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## 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!*