

BUCKEYE ARIZONA ROASTING COMPANY LLC

**Company and Product Review:**

At Buckeye Coffee our Company Policy is Simple: **Make all our Customers Smile :-)**

To do this it is important to listen to our customers when they tell us their needs. Then try to help them find the products, services and information to help fill their needs. And if we do our job right then we hope that brings a smile to your face.

To help us serve you better now and in the future we ask 5-10 minutes of your time to complete this customer review. So why not take a moment and take a well deserved coffee break and let us help you?

**PLEASE COMPLETE THIS FORM & THE BBB REVIEW ONLINE**

**(PLEASE COMPLETE AND EMAIL BACK TO US FOR YOUR CHOICE OF 10 lb.. RAW GREEN COFFEE or 20 empty bags to fill with your roasts)**

QUESTIONS: (You can email answers to your rep or mail to address below)

- (1) Did Buckeye Coffee take care of you during the **information process**? Did they provide correct information that helped you make an **informed decision** on your coffee equipment? Tell us a bit about your experience please:
- (2) Did Buckeye **explain the entire order process** and handle the billing and or shipping of your product purchase correctly?
- (3) Tell us your **overall experience with the company**: (Company not Products)
- (4) Tell us how you **like the products you purchased**: (overview of the products you purchased)
- (5) If you needed **customer service** after the sale do you feel you got properly cared for?
- (6) Tell us **how we can improve** in the future to give you better care and service and improve our products:
- (7) WHAT TYPE/SIZE ROASTER DID YOU BUY? \_\_\_\_\_

Additional Comments: \_\_\_\_\_

NAME & SHIPPING ADDRESS FOR

GIFT: \_\_\_\_\_

**REWARD FOR REVIEW:**

**(PLEASE COMPLETE AND EMAIL BACK TO US FOR YOUR CHOICE OF 10 lbs. RAW GREEN COFFEE or 20 empty bags to fill with your roasts)**

Name & Address: \_\_\_\_\_

EMAIL: \_\_\_\_\_

With your advance permission can we allow a future customer to email you for additional comments on your roaster and equipment purchase? \_\_\_\_\_

**Thank you for taking the time to complete our survey!**

23825 W HUNTINGTON DR. BUCKEYE, AZ 85326