

CLIENT SURVEY

Thank you for considering UniNet as your aftermarket solutions provider.
Please help us to better serve you in establishing an account by filling in this Client Survey.

Company Name _____ Contact _____
Address _____ City _____ State or Province _____
Postal Code _____ Country _____
Phone _____ Fax _____ Email _____

Activities:

Do you recycle toner cartridges? () yes () no	Quantity: _____	How Often? _____	per month
Do you recycle COLOR toner cartridges? () yes () no	_____	_____	per month
Do you recycle ink cartridges? () yes () no	_____	_____	per month
Do you sell compatible ink jet cartridges? () yes () no	_____	_____	per month
Do you sell compatible copier cartridges? () yes () no	_____	_____	per month
Any other activity or specialty? _____			

What are the five (5) top-selling cartridges?

Model: _____	Quantity: _____	How Often? _____	per month
Model: _____	_____	_____	per month
Model: _____	_____	_____	per month
Model: _____	_____	_____	per month
Model: _____	_____	_____	per month

What are your three (3) top-selling Lexmark cartridges?

Model: _____	Quantity: _____	How Often? _____	per month
Model: _____	_____	_____	per month
Model: _____	_____	_____	per month

What are your three (3) top-selling Xerox cartridges?

Model: _____	Quantity: _____	How Often? _____	per month
Model: _____	_____	_____	per month
Model: _____	_____	_____	per month

What are your three (3) top-selling Color cartridges?

Model: _____	Quantity: _____	How Often? _____	per month
Model: _____	_____	_____	per month
Model: _____	_____	_____	per month

What products do you have under development?

Product: _____ Quantity: _____ How Often? _____ per month
Product: _____ _____ per month
Product: _____ _____ per month

Any quality issues or problems with any parts that you buy now?

Part: _____ Supplier: _____
Part: _____ Supplier: _____
Part: _____ Supplier: _____

What type of Toner do you prefer? OEM Darker High-Yield Good Grayscale Lowest Price

How often (percentage % of company time) do you replace:

OPC Drums: Never 30% 50% 80% Brand: _____
Blades: Never 30% 50% 80% Brand: _____
Primary Charge Rollers (PCR): Never 10% 20% 30% 50% Brand: _____
Magnetic Rollers: Never 10% 20% 30% 50% Brand: _____
Smartchips: Never 25% 50% 100% Brand: _____

What types of Seals do you use?

None OEM Clear Aluminum Gold Ribbon Brand: _____

What types of Replacement Parts do you use?

Coating Creams OPC Drum Primary Charge Roller (PCR) Brand: _____
 Magnetic Roller Bushings Magnetic Felts Brand: _____
 Contacts Bearings Stabilizers Brand: _____
 Plastic Plugs Pins End Caps Brand: _____
 End Pieces Actuator Arms Brand: _____
 Jumbo Hoppers: HP 1200 2100 4000 4100 EX WX

I would like information about your ordering schedule, freight and payment terms:

How often are orders placed on a weekly basis? Once Twice 3 Days 4 Days 5 Days
Order average in USD: \$ _____ Payment Terms: _____
Who are your main vendors? _____

How did you find out about UniNet? Magazine Internet Trade Show Other

What do you like the most about UniNet? Selection Quality Service Price

Comments: _____

Thank you! A UniNet Sales Representative will send you a proposal with any sample items that you requested.