

# 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.**