

- Body maintenance and re-panelling
- Refurbishing and re-modelling
- Smash repairs and insurance quotations
- Rust repairs and frame inspections
- Automotive trimming and electrics
- Spray painting, sign writing and fleet refinishing
- Chassis repairs and modifications
- Retrofitting – A/C, TV, wheelchair lifts and toilet
- Seating installation and modifications
- Spare parts – Mills-Tui, Austral, Denning and others

# We're listening!

Let us know what you think...

At Bodyline, we are continuously looking for ways to improve the products and services we provide to our customers. To do this, we need to know what you think!

*As a reward for your comments, we'll send you a Bodyline coffee mug!*



Simply complete the following questionnaire, and return by fax, email or snail mail. Alternatively, you can convey your responses via telephone by ringing direct on 07 3881 4300.

## Bodyline

340 South Pine Road, P.O. Box 5440, Brendale Qld 4500  
Phone 07 3881 4300 Fax 07 3205 7439  
[www.bodylinerepairs.com.au](http://www.bodylinerepairs.com.au)



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## Bodyline

### Customer Delivery Questionnaire

Thank you for taking time to complete this questionnaire. On completion, please return by fax to (07) 3205 7439, email to [info@mills-tui.com.au](mailto:info@mills-tui.com.au) or by mailing to

Customer Services

Bodyline

PO Box 5440

Brendale Qld 4500

Type of work undertaken by Bodyline:

- Spare Parts Sale
- Mills-Tui Warranty
- Insurance repair
- Minor vehicle refurbishment
- Major vehicle refurbishment
- Vehicle Pre-Delivery Inspection and Service
- Other product *please specify*

Customer / Organisation Name (optional)

Body Number or Fleet Number or VIN

*This will help with our records*

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On a scale of 1-4, where 1 represents “strongly disagree”, and 4 “strongly agree”, please rate the following statements by circling the number that corresponds with your sentiment:

- 1/ The product delivered / work undertaken was to the correct specification:  
*Strongly disagree*    1    2    3    4    *Strongly agree*
- 2/ The product was returned in a clean and tidy condition:  
*Strongly disagree*    1    2    3    4    *Strongly agree*
- 3/ I believe the product has been thoroughly inspected and tested by Bodyline prior to delivery:  
*Strongly disagree*    1    2    3    4    *Strongly agree*
- 4/ The work undertaken commenced on-time as advised by my Bodyline Sales Representative  
*Strongly disagree*    1    2    3    4    *Strongly agree*
- 5/ The product / service was delivered on time:  
*Strongly disagree*    1    2    3    4    *Strongly agree*
- 6/ The overall product / service quality exceeded my expectations:  
*Strongly disagree*    1    2    3    4    *Strongly agree*
- 7/ I received regular updates and communication regarding the progress of my order throughout the repair / refurbishment time from my Bodyline Sales Representative:  
*Strongly disagree*    1    2    3    4    *Strongly agree*
- 8/ I found my Bodyline Sales Representative helpful and forthcoming with information regarding my order:  
*Strongly disagree*    1    2    3    4    *Strongly agree*
- 9/ The overall product / service quality is high:  
*Strongly disagree*    1    2    3    4    *Strongly agree*
- 10/ After taking delivery of my order, I had little or no concerns regarding the quality or manner in which work had been carried out:  
*Strongly disagree*    1    2    3    4    *Strongly agree*
- 11/ I am very likely to recommend Bodyline to colleagues and friends:  
*Strongly disagree*    1    2    3    4    *Strongly agree*
- 12/ The product / service represents outstanding value for money:  
*Strongly disagree*    1    2    3    4    *Strongly agree*

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