

MAPLETREE FURNITUREMAKERS & Co. CUSTOMER SATISFACTION CHECK-UP

MAPLETREE's Mission is to build good long-lasting relationships with the people in our community by:

- Building custom solid-wood heirloom-quality furniture, at prices most people can afford;
- Surprising people with designs that meet their needs, suit their tastes, and capture their visions;
- Resurrecting the values and pride in craftsmanship that first built our nation.

1. Recognizing that we are a young start-up company, with the inherent challenges of training people and building systems, **how well did we do in completing our Mission in your case?** GREAT

2. Do you feel that we genuinely cared about your satisfaction and did our best to fulfill our commitments to you? YES

3. Did our finished product live up to your expectations? yes Was it more than you expected? yes
When did you receive your MAPLETREE furniture? MAY 2001

4. Please circle (on a scale of one to ten), the rating that best grades our performance:

- ✓ Pre-Order: Quality of Response to Your inquiry: 1 2 3 4 5 6 7 8 9 10
- ✓ Pre-Order: Quality of our Design: 1 2 3 4 5 6 7 8 9 10
- ✓ Cooperation in complying with your detailed wishes: 1 2 3 4 5 6 7 8 9 ~~10~~
- ✓ Compliance with your order's specifications: 1 2 3 4 5 6 7 8 9 10
- ✓ Stain-matching: 1 2 3 4 5 6 7 8 9 10
- ✓ Finish: 1 2 3 4 5 6 7 8 9 10
- ✓ Attention to Detail: 1 2 3 4 5 6 7 8 9 10
- ✓ Workmanship: 1 2 3 4 5 6 7 8 9 10
- ✓ Courtesy: 1 2 3 4 5 6 7 8 9 10+
- ✓ Timeliness: 1 2 3 4 5 6 7 8 9 10

5. Did you discover any defects after you took delivery of your piece and began using it? NO

6. Please provide details: N/A

7. Did you report these to MAPLETREE for correction? N/A How did we respond? N/A

8. Has your furniture experienced any deterioration over time? N/A

9. Other manufacturers' furniture can experience problems such as veneer-peeling, shelf-sagging, warping of doors and other components, shrinkage of panels and finish discoloration. Has your MAPLETREE furniture suffered from these or any other problems? N/A

10. Did you previously view the concept of ordering custom furniture as cost-prohibitive? yes

11. Did MAPLETREE change the way you think about ordering custom furniture? yes

12. Did we create a unique future family heirloom for you? possibly

13. Are you proud of your new MAPLETREE furniture? yes

14. Are you glad that you came to MAPLETREE? yes

15. Do you feel you received good value for the money you paid? yes

16. Please tell us one or two things that you liked most about your experience with MAPLETREE:

Courtesy AND pleasantness of All employees from Peter to Delivery men!

17. Would you recommend MAPLETREE to your friends? yes - Have Done so Already

18. Will you come back to MAPLETREE when you next need furniture? yes

19. What would you say to someone who asked you what the MAPLETREE experience was like?

It's the only way to buy furniture AND mapletree is the only company to consider.

20. Any additional comments?

we were almost ready to complain when unit was delivered about it taking so long But the guys were so nice & well mannered that it was very easy to overlook the small delay.

JIM & BRENDA SANDELLA 6-25-01

Customer's Name and Phone Number

Date

412-580-4303