

**CUSTOMER SERVICE QUESTIONNAIRE**

Please take a moment to **fill** out the information below. Be sure to complete the form and if possible please include your store receipt and a picture of the problem.

**Please remember to keep all car traffic off driveway for 24 hours after sealing.**

1. Today’s date:\_\_\_\_\_\_\_\_\_\_\_\_\_
2. If mailing or faxing, please include a copy of your receipt.
3. Your name and address: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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1. Email Address: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
2. The best phone number to reach you at: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
3. What Latexite® product did you use? (include color of lid) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
4. What tool did you apply sealer with? (brush, brush/squeegee combination, roller or Seal-Right™ squeegee (without brush) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
5. How many pails did you use? \_\_\_\_\_\_\_\_\_\_\_\_\_\_
6. How many coats of sealer did you apply? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
7. What is the size of the sealed area in square feet?: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
8. What was the date you applied the sealer? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
9. Is the driveway shaded? If so, how much of driveway is shaded? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
10. Has the driveway been sealed before? How often? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
11. How long did you stay off driveway before you drove on it? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
12. What material was previously applied on your driveway? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
13. A detailed description of the problem:

**Thank you for your patience in this matter, as we strive for a 100% customer satisfaction! Our fax number** is 203-271-3396. Our mailing address is: Dalton Enterprises, Inc., Attn Customer Service, 131 Willow Street, Cheshire, CT 06410. Our email is cust\_service@latexite.com

 