

Customer Care Survey

Response ID: 2571 Data

1.

1. How would you rate your overall experience with Purebred Breeders?

Rate 1-5 paws

Overall experience 5

2. Did you find your Puppy Counselor to be knowledgeable, courteous, and helpful when selecting your new puppy?

Rate 1-5 paws

Puppy Counselor 5

3. Did your Puppy Counselor clearly communicate the process of receiving your puppy, clarifying how each Purebred Breeders department would support you along the way?

Rate 1-5 paws

Puppy Counselor 5

4. When calling into Purebred Breeders, were your calls handled professionally and in a timely manner?

Rate 1-5 paws

Reception 5

5. Were you well informed and prepared by our Flights department for your puppy's arrival?

Rate 1-5 paws

Flights Dept. 5

6. When meeting your puppy for the first time how would you rate your reaction?

Rate 1-5 paws

Customer Reaction 5

7. Was your billing experience fairly straightforward and easy?

Rate 1-5 paws

Billing Dept. 5

8. How would you rate your experience with our Customer Care department; were they informative and courteous?

Rate 1-5 paws

Customer Care Dept. 5

9. Did your Customer Care representative resolve any questions, concerns, or issues that you may have had?

Rate 1-5 paws

Customer Care Rep. 5

10. Would you recommend Purebred Breeders to your friends and family?

Rate 1-5 paws

Recommendation 5

11. Please tell us how you first heard about us.

researched internet

12. Is there anything else you would like us to know about your experience with Purebred Breeders? Your feedback is very important to us!

Hector was above and beyond as our representative. He had that human touch blended with reassuring professional assistance.

13. Please feel free to use the space below for a testimonial that we can upload to our Purebred Breeders site.

I have had 5 dogs in my lifetime. Our new puppy makes the sixth. He is beautiful, handsome and very smart. Biscuit (aka Shadow of Winter) is a people magnet. We live on a cul-de-sac and by a golf course. Nearly every walk with our puppy attracts a crowd. Thank you all so much!

Customer ID

1113349

2. Thank You!

Email

Dec 06, 2012 15:22:33 Success: Email Sent to: marketing@purebredbreeders.com

Response Location

Country: United States

Region: IL

City: Belleville

Postal Code: 62221

Long & Lat: Lat: 38.5121, Long: -89.899803

Customer Survey

Response ID: 3598 Data

1.

1. How would you rate your overall experience with Purebred Breeders?

	Rate 1-5 paws
Overall experience	4

2. Did you find your Puppy Counselor to be knowledgeable, courteous, and helpful when selecting your new puppy?

	Rate 1-5 paws
Puppy Counselor	5

3. Did your Puppy Counselor clearly communicate the process of receiving your puppy, clarifying how each Purebred Breeders department would support you along the way?

	Rate 1-5 paws
Puppy Counselor	4

4. When calling into Purebred Breeders, were your calls handled professionally and in a timely manner?

	Rate 1-5 paws
Reception	5

5. Were you well informed and prepared by our Travel department for your puppy's arrival?

	Rate 1-5 paws
Travel Dept.	4

6. When meeting your puppy for the first time how would you rate your reaction?

	Rate 1-5 paws
Customer Reaction	5

7. Was your billing experience fairly straightforward and easy?

	Rate 1-5 paws
Accounting Dept.	5

8. If you had any interaction with our Customer Care department, how would you rate your experience; were they informative and courteous?

	Rate 1-5 paws
Customer Care Dept.	4

9. Would you recommend Purebred Breeders to your friends and family?

	Rate 1-5 paws
Recommendation	4

10. Please tell us how you first heard about us.

internet

11. Is there anything else you would like us to know about your experience with Purebred Breeders? Your feedback is very important to us!

Air travel was very hard for my puppy. She had three cancelled flights. Finally she got a flight but the poor thing had to sit on a plane for 7 hours.

12. Please feel free to use the space below for a testimonial that we can upload to our Purebred Breeders site.

My little girl was worth the wait. I have raised 3 Husky pups in the past from other breeders. the breeder from Pruebred is far superior to any breeder I've used in the past. My girl is perfect in every way.

Customer ID

968620

2. Thank You!

Email

Apr 04, 2012 09:26:05 Success: Email Sent to: marketing@purebredbreeders.com

Response Location

Country:	United States
Region:	IL
City:	Saint Charles
Postal Code:	60174
Long & Lat:	Lat: 41.938702, Long:-88.343498

Customer Care Survey

Response ID: 2675 Data

1.

1. How would you rate your overall experience with Purebred Breeders?

	Rate 1-5 paws
Overall experience	5

2. Did you find your Puppy Counselor to be knowledgeable, courteous, and helpful when selecting your new puppy?

	Rate 1-5 paws
Puppy Counselor	2

3. Did your Puppy Counselor clearly communicate the process of receiving your puppy, clarifying how each Purebred Breeders department would support you along the way?

	Rate 1-5 paws
Puppy Counselor	3

4. When calling into Purebred Breeders, were your calls handled professionally and in a timely manner?

	Rate 1-5 paws
Reception	5

5. Were you well informed and prepared by our Flights department for your puppy's arrival?

	Rate 1-5 paws
Flights Dept.	5

6. When meeting your puppy for the first time how would you rate your reaction?

	Rate 1-5 paws
Customer Reaction	5

7. Was your billing experience fairly straightforward and easy?

	Rate 1-5 paws
Billing Dept.	5

8. How would you rate your experience with our Customer Care department; were they informative and courteous?

	Rate 1-5 paws
Customer Care Dept.	5

9. Did your Customer Care representative resolve any questions, concerns, or issues that you may have had?

	Rate 1-5 paws
Customer Care Rep.	5

10. Would you recommend Purebred Breeders to your friends and family?

Rate 1-5 paws

Recommendation 5

11. Please tell us how you first heard about us.

Internet

12. Is there anything else you would like us to know about your experience with Purebred Breeders? Your feedback is very important to us!

13. Please feel free to use the space below for a testimonial that we can upload to our Purebred Breeders site.

Sapphire arrived safely in Chicago. Thank you to Purebred Breeders and Rae Lynn for sending us such a precious puppy. We love her and she has already become a special member of our family!

Customer ID

1123384

2. Thank You!

Email

Dec 30, 2012 19:15:50 Success: Email Sent to: marketing@purebredbreeders.com

Response Location

Country: United States

Region: IL

City: Chicago

Postal Code: 60601

Long & Lat: Lat: 41.8675, Long:-87.6744

Customer Care Survey

Response ID: 2470 Data

1.

1. How would you rate your overall experience with Purebred Breeders?

	Rate 1-5 paws
Overall experience	5

2. Did you find your Puppy Counselor to be knowledgeable, courteous, and helpful when selecting your new puppy?

	Rate 1-5 paws
Puppy Counselor	5

3. Did your Puppy Counselor clearly communicate the process of receiving your puppy, clarifying how each Purebred Breeders department would support you along the way?

	Rate 1-5 paws
Puppy Counselor	5

4. When calling into Purebred Breeders, were your calls handled professionally and in a timely manner?

	Rate 1-5 paws
Reception	5

5. Were you well informed and prepared by our Flights department for your puppy's arrival?

	Rate 1-5 paws
Flights Dept.	5

6. When meeting your puppy for the first time how would you rate your reaction?

	Rate 1-5 paws
Customer Reaction	5

7. Was your billing experience fairly straightforward and easy?

	Rate 1-5 paws
Billing Dept.	5

8. How would you rate your experience with our Customer Care department; were they informative and courteous?

	Rate 1-5 paws
Customer Care Dept.	5

9. Did your Customer Care representative resolve any questions, concerns, or issues that you may have had?

	Rate 1-5 paws
Customer Care Rep.	5

10. Would you recommend Purebred Breeders to your friends and family?

Rate 1-5 paws
Recommendation 5

11. Please tell us how you first heard about us.

found you on line

12. Is there anything else you would like us to know about your experience with Purebred Breeders? Your feedback is very important to us!

Every one was so nice and polite. You could tell they were pet lovers also.

13. Please feel free to use the space below for a testimonial that we can upload to our Purebred Breeders site.

When we picked Molly up at the airport she looked like her picture. Each day her personality comes out a little more. We are so happy that we have her. Love those puppy kisses. Thank you!

Customer ID

1088657

2. Thank You!

Email

Nov 04, 2012 11:29:33 Success: Email Sent to: marketing@purebredbreeders.com

Response Location

Country:	United States
Region:	IL
City:	Pekin
Postal Code:	61554
Long & Lat:	Lat: 40.5494, Long:-89.625198

Customer Survey

Response ID: 3436 Data

1.

1. How would you rate your overall experience with Purebred Breeders?

	Rate 1-5 paws
Overall experience	5

2. Did you find your Puppy Counselor to be knowledgeable, courteous, and helpful when selecting your new puppy?

	Rate 1-5 paws
Puppy Counselor	4

3. Did your Puppy Counselor clearly communicate the process of receiving your puppy, clarifying how each Purebred Breeders department would support you along the way?

	Rate 1-5 paws
Puppy Counselor	5

4. When calling into Purebred Breeders, were your calls handled professionally and in a timely manner?

	Rate 1-5 paws
Reception	5

5. Were you well informed and prepared by our Travel department for your puppy's arrival?

	Rate 1-5 paws
Travel Dept.	5

6. When meeting your puppy for the first time how would you rate your reaction?

	Rate 1-5 paws
Customer Reaction	5

7. Was your billing experience fairly straightforward and easy?

	Rate 1-5 paws
Accounting Dept.	5

8. If you had any interaction with our Customer Care department, how would you rate your experience; were they informative and courteous?

	Rate 1-5 paws
Customer Care Dept.	5

9. Would you recommend Purebred Breeders to your friends and family?

	Rate 1-5 paws
Recommendation	5

10. Please tell us how you first heard about us.

Internet

11. Is there anything else you would like us to know about your experience with Purebred Breeders? Your feedback is very important to us!

I thought PBdogs was an amazing way to find the perfect dog that matches your own particular preference. This company was one of the most thorough, professional company I have worked with. My breeder was amazing as well. I think that one thing that would really improve the experience was allowing the customer to get the breeder's information after they have made the purchase. It makes it so much more real, personal, and heightens the overall experience. I would have loved to talk to me breeder in the time I was waiting for my dog. Overall - amazing company. Thank you!

12. Please feel free to use the space below for a testimonial that we can upload to our Purebred Breeders site.

Customer ID

941814

2. Thank You!

Email

Mar 22, 2012 10:02:25 Success: Email Sent to: marketing@purebredbreeders.com

Response Location

Country:	United States
Region:	IL
City:	Highland Park
Postal Code:	60035
Long & Lat:	Lat: 42.188999, Long:-87.806297

Customer Survey

Response ID: 2767 Data

1.

1. How would you rate your overall experience with Purebred Breeders?

	Rate 1-5 paws
Overall experience	4

2. Did you find your Puppy Counselor to be knowledgeable, courteous, and helpful when selecting your new puppy?

	Rate 1-5 paws
Puppy Counselor	5

3. Did your Puppy Counselor clearly communicate the process of receiving your puppy, clarifying how each Purebred Breeders department would support you along the way?

	Rate 1-5 paws
Puppy Counselor	5

4. When calling into Purebred Breeders, were your calls handled professionally and in a timely manner?

	Rate 1-5 paws
Reception	3

5. Were you well informed and prepared by our Travel department for your puppy's arrival?

	Rate 1-5 paws
Travel Dept.	5

6. When meeting your puppy for the first time how would you rate your reaction?

	Rate 1-5 paws
Customer Reaction	5

7. Was your billing experience fairly straightforward and easy?

	Rate 1-5 paws
Accounting Dept.	5

8. If you had any interaction with our Customer Care department, how would you rate your experience; were they informative and courteous?

	Rate 1-5 paws
Customer Care Dept.	4

9. Would you recommend Purebred Breeders to your friends and family?

	Rate 1-5 paws
Recommendation	4

10. Please tell us how you first heard about us.

online - google

11. Is there anything else you would like us to know about your experience with Purebred Breeders? Your feedback is very important to us!

I think overall my experience was positive. My only suggestion would be for Customer Service to try to answer emails more quickly. I had to stay on top of them in order to get answers.

12. Please feel free to use the space below for a testimonial that we can upload to our Purebred Breeders site.

My puppy is a wonderful addition and in good healthy both physically and in her temperament. I believe Purebred Breeders deals with reputable breeders and can be trusted to provide a good pet

Customer ID

899961

2. Thank You!

Email

Jan 06, 2012 12:34:32 Success: Email Sent to: marketing@purebredbreeders.com

Response Location

Country:	United States
Region:	IL
City:	Ottawa
Postal Code:	61350
Long & Lat:	Lat: 41.401901, Long: -88.878403

Customer Survey

Response ID: 5502 Data

1.

1. How would you rate your overall experience with Purebred Breeders?

	Rate 1-5 paws
Overall experience	4

2. Did you find your Puppy Counselor to be knowledgeable, courteous, and helpful when selecting your new puppy?

	Rate 1-5 paws
Puppy Counselor	5

3. Did your Puppy Counselor clearly communicate the process of receiving your puppy, clarifying how each Purebred Breeders department would support you along the way?

	Rate 1-5 paws
Puppy Counselor	5

4. When calling into Purebred Breeders, were your calls handled professionally and in a timely manner?

	Rate 1-5 paws
Reception	5

5. Were you well informed and prepared by our Travel department for your puppy's arrival?

	Rate 1-5 paws
Travel Dept.	5

6. When meeting your puppy for the first time how would you rate your reaction?

	Rate 1-5 paws
Customer Reaction	4

7. Was your billing experience fairly straightforward and easy?

	Rate 1-5 paws
Accounting Dept.	3

8. If you had any interaction with our Customer Care department, how would you rate your experience; were they informative and courteous?

	Rate 1-5 paws
Customer Care Dept.	2

9. Would you recommend Purebred Breeders to your friends and family?

	Rate 1-5 paws
Recommendation	3

10. Please tell us how you first heard about us.

Internet

11. Is there anything else you would like us to know about your experience with Purebred Breeders? Your feedback is very important to us!

I was given written instructions to purchase a specific brand of puppy food but when the puppy arrived the breeder indicated to use a different brand.

12. Please feel free to use the space below for a testimonial that we can upload to our Purebred Breeders site.

Customer ID

1053688

2. Thank You!

Email

Sep 09, 2012 12:28:57 Success: Email Sent to: marketing@purebredbreeders.com

Response Location

Country:	United States
Region:	IL
City:	Batavia
Postal Code:	60510
Long & Lat:	Lat: 41.839199, Long:-88.361198

Customer Care Survey

Response ID: 2393 Data

1.

1. How would you rate your overall experience with Purebred Breeders?

	Rate 1-5 paws
Overall experience	5

2. Did you find your Puppy Counselor to be knowledgeable, courteous, and helpful when selecting your new puppy?

	Rate 1-5 paws
Puppy Counselor	5

3. Did your Puppy Counselor clearly communicate the process of receiving your puppy, clarifying how each Purebred Breeders department would support you along the way?

	Rate 1-5 paws
Puppy Counselor	5

4. When calling into Purebred Breeders, were your calls handled professionally and in a timely manner?

	Rate 1-5 paws
Reception	5

5. Were you well informed and prepared by our Flights department for your puppy's arrival?

	Rate 1-5 paws
Flights Dept.	5

6. When meeting your puppy for the first time how would you rate your reaction?

	Rate 1-5 paws
Customer Reaction	5

7. Was your billing experience fairly straightforward and easy?

	Rate 1-5 paws
Billing Dept.	5

8. How would you rate your experience with our Customer Care department; were they informative and courteous?

	Rate 1-5 paws
Customer Care Dept.	5

9. Did your Customer Care representative resolve any questions, concerns, or issues that you may have had?

	Rate 1-5 paws
Customer Care Rep.	5

10. Would you recommend Purebred Breeders to your friends and family?

	Rate 1-5 paws
Recommendation	5

11. Please tell us how you first heard about us.

internet search on Bing

12. Is there anything else you would like us to know about your experience with Purebred Breeders? Your feedback is very important to us!

13. Please feel free to use the space below for a testimonial that we can upload to our Purebred Breeders site.

Thor has been an excellent puppy, great with the kids and my other lab. You can see that quality breeding make a big difference.

Customer ID

1073842

2. Thank You!

Email

Oct 15, 2012 09:16:04 Success: Email Sent to: marketing@purebredbreeders.com

Response Location

Country:	United States
Region:	IL
City:	Belleville
Postal Code:	62220
Long & Lat:	Lat: 38.513401, Long:-89.979897

Customer Survey

Response ID: 5017 Data

1.

1. How would you rate your overall experience with Purebred Breeders?

	Rate 1-5 paws
Overall experience	5

2. Did you find your Puppy Counselor to be knowledgeable, courteous, and helpful when selecting your new puppy?

	Rate 1-5 paws
Puppy Counselor	5

3. Did your Puppy Counselor clearly communicate the process of receiving your puppy, clarifying how each Purebred Breeders department would support you along the way?

	Rate 1-5 paws
Puppy Counselor	5

4. When calling into Purebred Breeders, were your calls handled professionally and in a timely manner?

	Rate 1-5 paws
Reception	5

5. Were you well informed and prepared by our Travel department for your puppy's arrival?

	Rate 1-5 paws
Travel Dept.	5

6. When meeting your puppy for the first time how would you rate your reaction?

	Rate 1-5 paws
Customer Reaction	5

7. Was your billing experience fairly straightforward and easy?

	Rate 1-5 paws
Accounting Dept.	5

8. If you had any interaction with our Customer Care department, how would you rate your experience; were they informative and courteous?

	Rate 1-5 paws
Customer Care Dept.	5

9. Would you recommend Purebred Breeders to your friends and family?

	Rate 1-5 paws
Recommendation	5

10. Please tell us how you first heard about us.

I searched online for a puppy with certain characteristics and found Purebred Breeders.

11. Is there anything else you would like us to know about your experience with Purebred Breeders? Your feedback is very important to us!

Shipping by air somewhat bothered me but everything worked out better than I would have expected.

12. Please feel free to use the space below for a testimonial that we can upload to our Purebred Breeders site.

I was looking for a mixed breed puppy with certain characteristics and found 2 puppies. I feel that they have had a healthy start and will be part of our family for a long time.

Customer ID

1029239

2. Thank You!

Email

Jul 30, 2012 10:28:23 Success: Email Sent to: marketing@purebredbreeders.com

Response Location

Country:	United States
Region:	IL
City:	Scott Air Force Base
Postal Code:	62225
Long & Lat:	Lat: 38.542099, Long: -89.844803

Customer Survey

Response ID: 6484 Data

1.

1. How would you rate your overall experience with Purebred Breeders?

	Rate 1-5 paws
Overall experience	5

2. Did you find your Puppy Counselor to be knowledgeable, courteous, and helpful when selecting your new puppy?

	Rate 1-5 paws
Puppy Counselor	5

3. Did your Puppy Counselor clearly communicate the process of receiving your puppy, clarifying how each Purebred Breeders department would support you along the way?

	Rate 1-5 paws
Puppy Counselor	5

4. When calling into Purebred Breeders, were your calls handled professionally and in a timely manner?

	Rate 1-5 paws
Reception	5

5. Were you well informed and prepared by our Travel department for your puppy's arrival?

	Rate 1-5 paws
Travel Dept.	5

6. When meeting your puppy for the first time how would you rate your reaction?

	Rate 1-5 paws
Customer Reaction	5

7. Was your billing experience fairly straightforward and easy?

	Rate 1-5 paws
Accounting Dept.	5

8. If you had any interaction with our Customer Care department, how would you rate your experience; were they informative and courteous?

	Rate 1-5 paws
Customer Care Dept.	5

9. Would you recommend Purebred Breeders to your friends and family?

	Rate 1-5 paws
Recommendation	5

10. Please tell us how you first heard about us.

searching the internet

11. Is there anything else you would like us to know about your experience with Purebred Breeders? Your feedback is very important to us!

12. Please feel free to use the space below for a testimonial that we can upload to our Purebred Breeders site.

We absolutely love our new puppy, he is just right for our family. My sons love him to pieces and he is so cuddly and loving. He is a great puppy!!!! We could have not picked a better place to choose our new puppy from, he completes our family!!!

Customer ID

1087283

2. Thank You!

Email

Dec 06, 2012 11:54:03 Success: Email Sent to: marketing@purebredbreeders.com

Response Location

Country: United States

Region: IL

City: Oak Forest

Postal Code: 60452

Long & Lat: Lat: 41.603298, Long:-87.7547

Customer Care Survey

Response ID: 2189 Data

1.

1. How would you rate your overall experience with Purebred Breeders?

	Rate 1-5 paws
Overall experience	5

2. Did you find your Puppy Counselor to be knowledgeable, courteous, and helpful when selecting your new puppy?

	Rate 1-5 paws
Puppy Counselor	5

3. Did your Puppy Counselor clearly communicate the process of receiving your puppy, clarifying how each Purebred Breeders department would support you along the way?

	Rate 1-5 paws
Puppy Counselor	5

4. When calling into Purebred Breeders, were your calls handled professionally and in a timely manner?

	Rate 1-5 paws
Reception	5

5. Were you well informed and prepared by our Flights department for your puppy's arrival?

	Rate 1-5 paws
Flights Dept.	3

6. When meeting your puppy for the first time how would you rate your reaction?

	Rate 1-5 paws
Customer Reaction	5

7. Was your billing experience fairly straightforward and easy?

	Rate 1-5 paws
Billing Dept.	5

8. How would you rate your experience with our Customer Care department; were they informative and courteous?

	Rate 1-5 paws
Customer Care Dept.	5

9. Did your Customer Care representative resolve any questions, concerns, or issues that you may have had?

	Rate 1-5 paws
Customer Care Rep.	5

10. Would you recommend Purebred Breeders to your friends and family?

Rate 1-5 paws

Recommendation

5

11. Please tell us how you first heard about us.

Internet

12. Is there anything else you would like us to know about your experience with Purebred Breeders? Your feedback is very important to us!

13. Please feel free to use the space below for a testimonial that we can upload to our Purebred Breeders site.

Customer ID

1047115

2. Thank You!

Email

Aug 25, 2012 13:03:56 Success: Email Sent to: marketing@purebredbreeders.com

Response Location

Country:	United States
Region:	IL
City:	Homer Glen
Postal Code:	60491
Long & Lat:	Lat: 41.622799, Long:-87.941597

Customer Survey

Response ID: 6486 Data

1.

1. How would you rate your overall experience with Purebred Breeders?

	Rate 1-5 paws
Overall experience	5

2. Did you find your Puppy Counselor to be knowledgeable, courteous, and helpful when selecting your new puppy?

	Rate 1-5 paws
Puppy Counselor	5

3. Did your Puppy Counselor clearly communicate the process of receiving your puppy, clarifying how each Purebred Breeders department would support you along the way?

	Rate 1-5 paws
Puppy Counselor	5

4. When calling into Purebred Breeders, were your calls handled professionally and in a timely manner?

	Rate 1-5 paws
Reception	5

5. Were you well informed and prepared by our Travel department for your puppy's arrival?

	Rate 1-5 paws
Travel Dept.	4

6. When meeting your puppy for the first time how would you rate your reaction?

	Rate 1-5 paws
Customer Reaction	5

7. Was your billing experience fairly straightforward and easy?

	Rate 1-5 paws
Accounting Dept.	5

8. If you had any interaction with our Customer Care department, how would you rate your experience; were they informative and courteous?

	Rate 1-5 paws
Customer Care Dept.	5

9. Would you recommend Purebred Breeders to your friends and family?

	Rate 1-5 paws
Recommendation	5

10. Please tell us how you first heard about us.

Online

11. Is there anything else you would like us to know about your experience with Purebred Breeders? Your feedback is very important to us!

12. Please feel free to use the space below for a testimonial that we can upload to our Purebred Breeders site.

Customer ID

1096992

2. Thank You!

Email

Dec 06, 2012 12:46:23 Success: Email Sent to: marketing@purebredbreeders.com

Response Location

Country: United States

Region: IL

City: Round Lake

Postal Code: 60073

Long & Lat: Lat: 42.341202, Long:-88.113701

Customer Survey

Response ID: 6483 Data

1.

1. How would you rate your overall experience with Purebred Breeders?

Rate 1-5 paws	
Overall experience	5

2. Did you find your Puppy Counselor to be knowledgeable, courteous, and helpful when selecting your new puppy?

Rate 1-5 paws	
Puppy Counselor	5

3. Did your Puppy Counselor clearly communicate the process of receiving your puppy, clarifying how each Purebred Breeders department would support you along the way?

Rate 1-5 paws	
Puppy Counselor	5

4. When calling into Purebred Breeders, were your calls handled professionally and in a timely manner?

Rate 1-5 paws	
Reception	4

5. Were you well informed and prepared by our Travel department for your puppy's arrival?

Rate 1-5 paws	
Travel Dept.	5

6. When meeting your puppy for the first time how would you rate your reaction?

Rate 1-5 paws	
Customer Reaction	5

7. Was your billing experience fairly straightforward and easy?

Rate 1-5 paws	
Accounting Dept.	5

8. If you had any interaction with our Customer Care department, how would you rate your experience; were they informative and courteous?

Rate 1-5 paws	
Customer Care Dept.	5

9. Would you recommend Purebred Breeders to your friends and family?

Rate 1-5 paws	
Recommendation	5

10. Please tell us how you first heard about us.

online

11. Is there anything else you would like us to know about your experience with Purebred Breeders? Your feedback is very important to us!

12. Please feel free to use the space below for a testimonial that we can upload to our Purebred Breeders site.

Customer ID

1100076

2. Thank You!

Email

Dec 06, 2012 11:03:10 Success: Email Sent to: marketing@purebredbreeders.com

Response Location

Country: United States

Region: IL

City: Chicago

Postal Code: 60601

Long & Lat: Lat: 41.8675, Long:-87.6744

Customer Care Survey

Response ID: 1829 Data

1.

1. How would you rate your overall experience with Purebred Breeders?

	Rate 1-5 paws
Overall experience	5

2. Did you find your Puppy Counselor to be knowledgeable, courteous, and helpful when selecting your new puppy?

	Rate 1-5 paws
Puppy Counselor	5

3. Did your Puppy Counselor clearly communicate the process of receiving your puppy, clarifying how each Purebred Breeders department would support you along the way?

	Rate 1-5 paws
Puppy Counselor	5

4. When calling into Purebred Breeders, were your calls handled professionally and in a timely manner?

	Rate 1-5 paws
Reception	4

5. Were you well informed and prepared by our Flights department for your puppy's arrival?

	Rate 1-5 paws
Flights Dept.	4

6. When meeting your puppy for the first time how would you rate your reaction?

	Rate 1-5 paws
Customer Reaction	5

7. Was your billing experience fairly straightforward and easy?

	Rate 1-5 paws
Billing Dept.	5

8. How would you rate your experience with our Customer Care department; were they informative and courteous?

	Rate 1-5 paws
Customer Care Dept.	5

9. Did your Customer Care representative resolve any questions, concerns, or issues that you may have had?

	Rate 1-5 paws
Customer Care Rep.	5

10. Would you recommend Purebred Breeders to your friends and family?

Rate 1-5 paws

Recommendation

5

11. Please tell us how you first heard about us.

Google

12. Is there anything else you would like us to know about your experience with Purebred Breeders? Your feedback is very important to us!

13. Please feel free to use the space below for a testimonial that we can upload to our Purebred Breeders site.

Customer ID

991767

2. Thank You!

Email

May 25, 2012 17:46:52 Success: Email Sent to: marketing@purebredbreeders.com

Response Location

Country:

United States

Region:

IL

City:

Algonquin

Postal Code:

60102

Long & Lat:

Lat: 42.161701, Long: -88.328499

Customer Care Survey

Response ID: 2064 Data

1.

1. How would you rate your overall experience with Purebred Breeders?

	Rate 1-5 paws
Overall experience	4

2. Did you find your Puppy Counselor to be knowledgeable, courteous, and helpful when selecting your new puppy?

	Rate 1-5 paws
Puppy Counselor	4

3. Did your Puppy Counselor clearly communicate the process of receiving your puppy, clarifying how each Purebred Breeders department would support you along the way?

	Rate 1-5 paws
Puppy Counselor	4

4. When calling into Purebred Breeders, were your calls handled professionally and in a timely manner?

	Rate 1-5 paws
Reception	4

5. Were you well informed and prepared by our Flights department for your puppy's arrival?

	Rate 1-5 paws
Flights Dept.	1

6. When meeting your puppy for the first time how would you rate your reaction?

	Rate 1-5 paws
Customer Reaction	5

7. Was your billing experience fairly straightforward and easy?

	Rate 1-5 paws
Billing Dept.	5

8. How would you rate your experience with our Customer Care department; were they informative and courteous?

	Rate 1-5 paws
Customer Care Dept.	5

9. Did your Customer Care representative resolve any questions, concerns, or issues that you may have had?

	Rate 1-5 paws
Customer Care Rep.	4

10. Would you recommend Purebred Breeders to your friends and family?

	Rate 1-5 paws
Recommendation	5

11. Please tell us how you first heard about us.

Google

12. Is there anything else you would like us to know about your experience with Purebred Breeders? Your feedback is very important to us!

The number I called to check flight status was a recording that just said my wait time was at least 30 minutes. I waited and waited. And my call was never answered by a live person. I tried calling several times with no luck. I would not use petsafe ever as they never answered my call and it was extremely frustrating. When I found where I was supposed to go at airport they had no documents that showed my puppy was supposed to be arriving. After 30 minutes they located my dog.

13. Please feel free to use the space below for a testimonial that we can upload to our Purebred Breeders site.

Customer ID

1018417

2. Thank You!

Email

Jul 20, 2012 09:36:38 Success: Email Sent to: marketing@purebredbreeders.com

Response Location

Country:	United States
Region:	IL
City:	Oswego
Postal Code:	60543
Long & Lat:	Lat: 41.663502, Long:-88.315498

Customer Care Survey

Response ID: 2039 Data

1.

1. How would you rate your overall experience with Purebred Breeders?

	Rate 1-5 paws
Overall experience	5

2. Did you find your Puppy Counselor to be knowledgeable, courteous, and helpful when selecting your new puppy?

	Rate 1-5 paws
Puppy Counselor	5

3. Did your Puppy Counselor clearly communicate the process of receiving your puppy, clarifying how each Purebred Breeders department would support you along the way?

	Rate 1-5 paws
Puppy Counselor	5

4. When calling into Purebred Breeders, were your calls handled professionally and in a timely manner?

	Rate 1-5 paws
Reception	5

5. Were you well informed and prepared by our Flights department for your puppy's arrival?

	Rate 1-5 paws
Flights Dept.	5

6. When meeting your puppy for the first time how would you rate your reaction?

	Rate 1-5 paws
Customer Reaction	5

7. Was your billing experience fairly straightforward and easy?

	Rate 1-5 paws
Billing Dept.	5

8. How would you rate your experience with our Customer Care department; were they informative and courteous?

	Rate 1-5 paws
Customer Care Dept.	5

9. Did your Customer Care representative resolve any questions, concerns, or issues that you may have had?

	Rate 1-5 paws
Customer Care Rep.	5

10. Would you recommend Purebred Breeders to your friends and family?

Rate 1-5 paws
Recommendation 5

11. Please tell us how you first heard about us.

on line

12. Is there anything else you would like us to know about your experience with Purebred Breeders? Your feedback is very important to us!

13. Please feel free to use the space below for a testimonial that we can upload to our Purebred Breeders site.

Customer ID

1027255

2. Thank You!

Email

Jul 12, 2012 09:12:05 Success: Email Sent to: marketing@purebredbreeders.com

Response Location

Country:	United States
Region:	IL
City:	Arlington Heights
Postal Code:	60004
Long & Lat:	Lat: 42.112999, Long:-87.980698

Customer Care Survey

Response ID: 1318 Data

1.

1. How would you rate your overall experience with Purebred Breeders?

	Rate 1-5 paws
Overall experience	5

2. Did you find your Puppy Counselor to be knowledgeable, courteous, and helpful when selecting your new puppy?

	Rate 1-5 paws
Puppy Counselor	5

3. Did your Puppy Counselor clearly communicate the process of receiving your puppy, clarifying how each Purebred Breeders department would support you along the way?

	Rate 1-5 paws
Puppy Counselor	5

4. When calling into Purebred Breeders, were your calls handled professionally and in a timely manner?

	Rate 1-5 paws
Reception	5

5. Were you well informed and prepared by our Flights department for your puppy's arrival?

	Rate 1-5 paws
Flights Dept.	5

6. When meeting your puppy for the first time how would you rate your reaction?

	Rate 1-5 paws
Customer Reaction	5

7. Was your billing experience fairly straightforward and easy?

	Rate 1-5 paws
Billing Dept.	5

8. How would you rate your experience with our Customer Care department; were they informative and courteous?

	Rate 1-5 paws
Customer Care Dept.	5

9. Did your Customer Care representative resolve any questions, concerns, or issues that you may have had?

	Rate 1-5 paws
Customer Care Rep.	5

10. Would you recommend Purebred Breeders to your friends and family?

Rate 1-5 paws

Recommendation

5

11. Please tell us how you first heard about us.

internet

12. Is there anything else you would like us to know about your experience with Purebred Breeders? Your feedback is very important to us!

i just wish i had a little more information from the breeder. i had to ask about her brand of food and how often to feed. he was very courteous when asked, but i felt he should have offered the information about her.

13. Please feel free to use the space below for a testimonial that we can upload to our Purebred Breeders site.

Customer ID

933929

2. Thank You!

Email

Feb 08, 2012 07:43:50 Success: Email Sent to: marketing@purebredbreeders.com

Response Location

Country:

United States

Region:

IL

City:

Bloomington

Postal Code:

Long & Lat:

Lat: 41.948399, Long:-88.094704

Customer Survey

Response ID: 6814 Data

1.

1. How would you rate your overall experience with Purebred Breeders?

	Rate 1-5 paws
Overall experience	5

2. Did you find your Puppy Counselor to be knowledgeable, courteous, and helpful when selecting your new puppy?

	Rate 1-5 paws
Puppy Counselor	5

3. Did your Puppy Counselor clearly communicate the process of receiving your puppy, clarifying how each Purebred Breeders department would support you along the way?

	Rate 1-5 paws
Puppy Counselor	5

4. When calling into Purebred Breeders, were your calls handled professionally and in a timely manner?

	Rate 1-5 paws
Reception	5

5. Were you well informed and prepared by our Travel department for your puppy's arrival?

	Rate 1-5 paws
Travel Dept.	5

6. When meeting your puppy for the first time how would you rate your reaction?

	Rate 1-5 paws
Customer Reaction	5

7. Was your billing experience fairly straightforward and easy?

	Rate 1-5 paws
Accounting Dept.	5

8. If you had any interaction with our Customer Care department, how would you rate your experience; were they informative and courteous?

	Rate 1-5 paws
Customer Care Dept.	5

9. Would you recommend Purebred Breeders to your friends and family?

	Rate 1-5 paws
Recommendation	5

10. Please tell us how you first heard about us.

on line seeking breeder

11. Is there anything else you would like us to know about your experience with Purebred Breeders? Your feedback is very important to us!

I would list the travel expenses as part of the price.

12. Please feel free to use the space below for a testimonial that we can upload to our Purebred Breeders site.

Customer ID

1121067

2. Thank You!

Email

Dec 28, 2012 17:34:38 Success: Email Sent to: marketing@purebredbreeders.com

Response Location

Country: United States

Region: IL

City: Chicago

Postal Code: 60601

Long & Lat: Lat: 41.8675, Long:-87.6744

Customer Care Survey

Response ID: 1741 Data

1.

1. How would you rate your overall experience with Purebred Breeders?

	Rate 1-5 paws
Overall experience	5

2. Did you find your Puppy Counselor to be knowledgeable, courteous, and helpful when selecting your new puppy?

	Rate 1-5 paws
Puppy Counselor	5

3. Did your Puppy Counselor clearly communicate the process of receiving your puppy, clarifying how each Purebred Breeders department would support you along the way?

	Rate 1-5 paws
Puppy Counselor	5

4. When calling into Purebred Breeders, were your calls handled professionally and in a timely manner?

	Rate 1-5 paws
Reception	5

5. Were you well informed and prepared by our Flights department for your puppy's arrival?

	Rate 1-5 paws
Flights Dept.	5

6. When meeting your puppy for the first time how would you rate your reaction?

	Rate 1-5 paws
Customer Reaction	5

7. Was your billing experience fairly straightforward and easy?

	Rate 1-5 paws
Billing Dept.	5

8. How would you rate your experience with our Customer Care department; were they informative and courteous?

	Rate 1-5 paws
Customer Care Dept.	5

9. Did your Customer Care representative resolve any questions, concerns, or issues that you may have had?

	Rate 1-5 paws
Customer Care Rep.	5

10. Would you recommend Purebred Breeders to your friends and family?

Rate 1-5 paws

Recommendation

5

11. Please tell us how you first heard about us.

browsing internet labs

12. Is there anything else you would like us to know about your experience with Purebred Breeders? Your feedback is very important to us!

very professional

13. Please feel free to use the space below for a testimonial that we can upload to our Purebred Breeders site.

i am unable to do so.

Customer ID

969475

2. Thank You!

Email

May 02, 2012 22:00:50 Success: Email Sent to: marketing@purebredbreeders.com

Response Location

Country:

United States

Region:

IL

City:

Chicago

Postal Code:

60601

Long & Lat:

Lat: 41.8675, Long:-87.6744

Customer Care Survey

Response ID: 1686 Data

1.

1. How would you rate your overall experience with Purebred Breeders?

	Rate 1-5 paws
Overall experience	5

2. Did you find your Puppy Counselor to be knowledgeable, courteous, and helpful when selecting your new puppy?

	Rate 1-5 paws
Puppy Counselor	5

3. Did your Puppy Counselor clearly communicate the process of receiving your puppy, clarifying how each Purebred Breeders department would support you along the way?

	Rate 1-5 paws
Puppy Counselor	5

4. When calling into Purebred Breeders, were your calls handled professionally and in a timely manner?

	Rate 1-5 paws
Reception	5

5. Were you well informed and prepared by our Flights department for your puppy's arrival?

	Rate 1-5 paws
Flights Dept.	5

6. When meeting your puppy for the first time how would you rate your reaction?

	Rate 1-5 paws
Customer Reaction	5

7. Was your billing experience fairly straightforward and easy?

	Rate 1-5 paws
Billing Dept.	5

8. How would you rate your experience with our Customer Care department; were they informative and courteous?

	Rate 1-5 paws
Customer Care Dept.	5

9. Did your Customer Care representative resolve any questions, concerns, or issues that you may have had?

	Rate 1-5 paws
Customer Care Rep.	5

10. Would you recommend Purebred Breeders to your friends and family?

Rate 1-5 paws

Recommendation 5

11. Please tell us how you first heard about us.

internet

12. Is there anything else you would like us to know about your experience with Purebred Breeders? Your feedback is very important to us!

I would like the weight of the Mom (Golden) and the Dad (poodle)

13. Please feel free to use the space below for a testimonial that we can upload to our Purebred Breeders site.

Our puppy arrived healthy and robust. She is a joy!

Customer ID

973948

2. Thank You!

Email

Apr 19, 2012 14:54:57 Success: Email Sent to: marketing@purebredbreeders.com

Response Location

Country: United States

Region: IL

City: Chicago

Postal Code: 60654

Long & Lat: Lat: 41.8876, Long:-87.636803