

# Customer Care Survey

Response ID: 2283 Data

1.

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

	Rate 1-5 paws
Overall experience	3

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

	Rate 1-5 paws
Puppy Counselor	3

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	2

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 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.	3

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

	Rate 1-5 paws
Customer Care Rep.	2

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

Rate 1-5 paws

Recommendation 2

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

onlinde search

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

We felt a little misled by the breeder that our puppy had been started on potty training since he was already 10 weeks old. He has no idea what-so-ever the difference between inside vs. outside. He also has roundworms that we are treating. But the bottom line is, we love him very much and would not give him up for anything.

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

Customer ID

1067565

**2. Thank You!**

Email

Sep 20, 2012 18:50:26 Success: Email Sent to: marketing@purebredbreeders.com

**Response Location**

Country:	United States
Region:	IL
City:	Warrenville
Postal Code:	60555
Long & Lat:	Lat: 41.8251, Long:-88.204903

# Customer Survey

Response ID: 4994 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.

Looking on line and just came upon the site

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

Would use your service again

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

**Customer ID**

1031419

## 2. Thank You!

**Email**

Jul 28, 2012 15:39:54 Success: Email Sent to: marketing@purebredbreeders.com

## Response Location

<b>Country:</b>	United States
<b>Region:</b>	IL
<b>City:</b>	Chicago
<b>Postal Code:</b>	60631
<b>Long &amp; Lat:</b>	Lat: 41.999001, Long:-87.821999

# Customer Survey

Response ID: 6164 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	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.	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
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	5

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

We just looked up Illinois toy poodle breeders on 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!**

WE LOVE OUR PUPPY!

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

**Customer ID**

1072266

## 2. Thank You!

**Email**

Nov 09, 2012 22:55:45 Success: Email Sent to: marketing@purebredbreeders.com

## Response Location

<b>Country:</b>	United States
<b>Region:</b>	IL
<b>City:</b>	Deerfield
<b>Postal Code:</b>	60015
<b>Long &amp; Lat:</b>	Lat: 42.174301, Long:-87.880997

# Customer Survey

Response ID: 6398 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.

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.**

**Customer ID**

1076264

**2. Thank You!**

**Email**

Nov 30, 2012 02:20:26 Success: Email Sent to: marketing@purebredbreeders.com

### Response Location

<b>Country:</b>	United States
<b>Region:</b>	IL
<b>City:</b>	Chicago
<b>Postal Code:</b>	60616
<b>Long &amp; Lat:</b>	Lat: 41.847099, Long:-87.624802



# Customer Survey

Response ID: 5777 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.

website

**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**

1078362

## 2. Thank You!

**Email**

Oct 04, 2012 14:07:48 Success: Email Sent to: marketing@purebredbreeders.com

### Response Location

<b>Country:</b>	United States
<b>Region:</b>	IL
<b>City:</b>	Glenview
<b>Postal Code:</b>	60025
<b>Long &amp; Lat:</b>	Lat: 42.085499, Long:-87.824699

# Customer Survey

Response ID: 5141 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.	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
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!**

Beth was awesome! The only feedback I can give you of any value concerns "Pet Safe." They are impossible to reach by phone, as the hold wait times are in excess of 30 min. The airline phone number provided to me by the travel department was for the wrong airline. Could easily be made more seamless. Overall we love our puppy, and will happily refer your organization!

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

**Customer ID**

1041294

**2. Thank You!**

**Email**

Aug 10, 2012 22:29:53 Success: Email Sent to: marketing@purebredbreeders.com

### Response Location

<b>Country:</b>	United States
<b>Region:</b>	IL
<b>City:</b>	Chicago
<b>Postal Code:</b>	60601
<b>Long &amp; Lat:</b>	Lat: 41.8675, Long:-87.6744

# Customer Survey

Response ID: 3408 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	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.	3

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

	Rate 1-5 paws
Customer Reaction	1

7. Was your billing experience fairly straightforward and easy?

	Rate 1-5 paws
Accounting Dept.	4

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	5

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

pet finders

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

The only problem I had (and it is partly my fault for not knowing computers very well) was when trying to print travel information, my computer kept saying there was a pop-up attached. I finally got it. Every thing else was fine. Thanks William

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

I don't know how you did it, but I got the best puppy in the world!! Thanks William

**Customer ID**

961491

## 2. Thank You!

**Email**

Mar 21, 2012 10:15:17 Success: Email Sent to: marketing@purebredbreeders.com

## Response Location

<b>Country:</b>	United States
<b>Region:</b>	IL
<b>City:</b>	Orion
<b>Postal Code:</b>	61273
<b>Long &amp; Lat:</b>	Lat: 41.3619, Long:-90.4142

# Customer Survey

Response ID: 3935 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.

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!**

love my puppy

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

I would like to send a picture and testimonial-how do i do this?

**Customer ID**

986123

**2. Thank You!**

**Email**

Apr 29, 2012 16:27:33 Success: Email Sent to: marketing@purebredbreeders.com

### Response Location

<b>Country:</b>	United States
<b>Region:</b>	IL
<b>City:</b>	Marion
<b>Postal Code:</b>	62959
<b>Long &amp; Lat:</b>	Lat: 37.7229, Long:-88.885201



# Customer Survey

Response ID: 6380 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	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.	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.

i found your website on web

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

1106645

## 2. Thank You!

Email

Nov 28, 2012 18:40:43 Success: Email Sent to: marketing@purebredbreeders.com

## Response Location

Country: United States

Region: IL

City: Belleville

Postal Code: 62226

Long & Lat: Lat: 38.542, Long: -89.991898

# Customer Survey

Response ID: 5156 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	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.	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.

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!

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

Customer ID

1034422

## 2. Thank You!

Email

Aug 12, 2012 11:25:01 Success: Email Sent to: marketing@purebredbreeders.com

## Response Location

Country:	United States
Region:	IL
City:	West Chicago
Postal Code:	60185
Long & Lat:	Lat: 41.8969, Long:-88.210403

# Customer Survey

Response ID: 5845 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	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.	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	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!

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

Customer ID

1072266

## 2. Thank You!

Email

Oct 12, 2012 10:38:09 Success: Email Sent to: marketing@purebredbreeders.com

## Response Location

Country:	United States
Region:	IL
City:	Deerfield
Postal Code:	60015
Long & Lat:	Lat: 42.174301, Long:-87.880997

# Customer Survey

Response ID: 5403 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.

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.**

**Customer ID**

1048666

**2. Thank You!**

**Email**

Sep 01, 2012 15:47:52 Success: Email Sent to: marketing@purebredbreeders.com

### Response Location

<b>Country:</b>	United States
<b>Region:</b>	IL
<b>City:</b>	Chicago
<b>Postal Code:</b>	60601
<b>Long &amp; Lat:</b>	Lat: 41.8675, Long:-87.6744



# Customer Survey

Response ID: 3977 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.	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
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!

PLEASE TRY TO GET THE AIRPORT INFO OF WHERE TO PICK UP THE PUPPY. IT TOOK ME HRS TO FIND THE CORRECT PICK UP PLACE.

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

EVERY BIT OF INFORMATION REGARDING THE PUPPY WAS EXACT. HE IS SOOO FULL OF ENERGY, THE CUTEST PUP I'VE EVER SEEN. THE VETS OFFICE PASSED HIM AROUND SO I BARELY SAW HIM WHEN I WAS THERE. LOL  
THANK YOU.

Customer ID

987206

2. Thank You!

Email

May 03, 2012 02:16:33 Success: Email Sent to: marketing@purebredbreeders.com

#### Response Location

Country:	United States
Region:	IL
City:	Bourbonnais
Postal Code:	60914
Long & Lat:	Lat: 41.191601, Long: -87.855499

# Customer Survey

Response ID: 2732 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.

Internet search for my desired breed of dog.

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

Everything went well.

I was apprehensive to purchase a dog without first seeing the animal but glad I overcame this fear.

Dog was healthy and has adjusted to her new home quickly.

The ability to talk with the breeder on the phone was a big factor in going ahead with the purchase.

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

Use the comments above.

**Customer ID**

906726

**2. Thank You!**

**Email**

Jan 01, 2012 11:21:30 Success: Email Sent to: marketing@purebredbreeders.com

### Response Location

<b>Country:</b>	United States
<b>Region:</b>	IL
<b>City:</b>	Lake Zurich
<b>Postal Code:</b>	60047
<b>Long &amp; Lat:</b>	Lat: 42.200802, Long:-88.042999

# Customer Survey

Response ID: 5960 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.

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.**

**Customer ID**

1084340

## 2. Thank You!

**Email**

Oct 23, 2012 12:52:05 Success: Email Sent to: marketing@purebredbreeders.com

## Response Location

<b>Country:</b>	United States
<b>Region:</b>	IL
<b>City:</b>	Chicago
<b>Postal Code:</b>	60601
<b>Long &amp; Lat:</b>	Lat: 41.8675, Long:-87.6744

# Customer Survey

Response ID: 4970 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.	2

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 search

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

The shipping experience was not good. American airlines has very poor service. I attempted to contact them 3 times. The first time there was no notification of time to be on hold and after 45 minutes i hung up. The second time the notification was that the wait time was between 30 and 35 minutes and i did not have that much time. The third and final time i called, the announced wait time was between 25 and 30 minutes. the call was answered in 22 minutes. All i needed to know was the pick up address and that is something that your people should have been able to provide. The American airlines representative took almost 5 minutes to find the address for the cargo hub at the second busiest airport in the world, go figure??? They confirmed the flight was running 5 minutes behind and other than that, they were no help at all. It ends up that all i needed was the pick up address and your service should have provided that. Other than that, the entire process was great!!!

Thank you!

Shawn

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

I was very happy with the service I received! The puppy counselor spent plenty of time with me and reviewed many puppies' Bios. and he was very patient while I made my decision of what puppy would fit our family best. I received our little bundle of energy and joy in four days and we are doing great!

Thank you!

I will recommend your service to everybody that is looking for a new four legged friend.

Shawn

**Customer ID**

1035742

**2. Thank You!**

**Email**

Jul 26, 2012 09:58:44 Success: Email Sent to: marketing@purebredbreeders.com

**Response Location**

<b>Country:</b>	United States
<b>Region:</b>	IL
<b>City:</b>	Oswego
<b>Postal Code:</b>	60543
<b>Long &amp; Lat:</b>	Lat: 41.663399, Long:-88.315498



# Customer Survey

Response ID: 5557 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	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.	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.

surfing he 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 would like to have updated pictures of the puppy while waiting for the delivery date.

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

**Customer ID**

1037172

**2. Thank You!**

**Email**

Sep 13, 2012 17:16:04 Success: Email Sent to: marketing@purebredbreeders.com

### Response Location

<b>Country:</b>	United States
<b>Region:</b>	IL
<b>City:</b>	Naperville
<b>Postal Code:</b>	60540
<b>Long &amp; Lat:</b>	Lat: 41.7701, Long:-88.140404

# Customer Survey

Response ID: 6648 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.	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
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 search

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

Sent an email to your office yesterday - have not yet received a response. Looking to see if I can get a copy of original information sheet on Beauty with in info on her parents. I neglected to copy it originally and no longer have access. We would like the info on the parents they showed initially. Any chance that can still be found and electronically attached to an email to us? You guys have been great to deal with. Only confusion was the travel arrangements. Earlier contact with the breeder upon learning of breeder delivery vs. flying Beauty would have helped a lot. Breeder was great and very understanding about the travel mixup. He went out of his way to make the delivery easier.

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

**Customer ID**

1114636

**2. Thank You!**

**Email**

Dec 19, 2012 14:40:00 Success: Email Sent to: marketing@purebredbreeders.com

## Response Location

**Country:** United States

**Region:** IL

**City:** La Grange

**Postal Code:** 60525

**Long & Lat:** Lat: 41.777599, Long:-87.860497

# Customer Care Survey

Response ID: 2175 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	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.	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.	4

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.**

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!**

Our experience with Purebred Breeders was great! It was an easy process and we could not be happier with our new puppy!

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

Customer ID

691255

**2. Thank You!**

Email

Aug 20, 2012 12:08:45 Success: Email Sent to: marketing@purebredbreeders.com

**Response Location**

Country:

United States

Region:

IL

City:

Chicago

Postal Code:

60614

Long & Lat:

Lat: 41.922401, Long:-87.652397

# Customer Survey

Response ID: 6169 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.

Internet search

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

1089768

## 2. Thank You!

Email

Nov 10, 2012 13:23:43 Success: Email Sent to: marketing@purebredbreeders.com

## Response Location

Country: United States

Region: IL

City: North Aurora

Postal Code: 60542

Long & Lat: Lat: 41.804401, Long:-88.347