

Customer Survey

Response ID: 5511 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.	2

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.	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	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

1057823

2. Thank You!

Email

Sep 10, 2012 08:34:31 Success: Email Sent to: marketing@purebredbreeders.com

Response Location

Country:	United States
Region:	IL
City:	Oak Lawn
Postal Code:	60453
Long & Lat:	Lat: 41.709099, Long:-87.759598

Customer Survey

Response ID: 5693 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.

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

1070614

2. Thank You!

Email

Sep 26, 2012 11:12:18 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 Survey

Response ID: 2949 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.

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!

All amazing. Just a scare when the flight number had two transposed numbers. Your crew handled wonderfully and quickly.

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

What an amazing experience, from beginning to end. You have some very kind and professional people there. And my pup came quickly... and just as promised, a wonderful little guy. Thank you for everything.

Customer ID

939915

2. Thank You!

Email

Feb 12, 2012 12:01:59 Success: Email Sent to: marketing@purebredbreeders.com

Response Location

Country:	United States
Region:	IL
City:	Chicago
Postal Code:	60613
Long & Lat:	Lat: 41.956001, Long:-87.660698

Customer Survey

Response ID: 3132 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	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.	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	3

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

internet research

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 have liked to be given the actual breeder's name.

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

Customer ID

949304

2. Thank You!

Email

Feb 28, 2012 22:45:58 Success: Email Sent to: marketing@purebreedbreeders.com

Response Location

Country:	United States
Region:	IL
City:	Chicago
Postal Code:	60618
Long & Lat:	Lat: 41.947399, Long:-87.703697

Customer Survey

Response ID: 6252 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 on line

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

1093537

2. Thank You!

Email

Nov 17, 2012 10:20:20 Success: Email Sent to: marketing@purebredbreeders.com

Response Location

Country: United States

Region: IL

City: Aurora

Postal Code: 60502

Long & Lat: Lat: 41.763, Long:-88.311401

Customer Survey

Response ID: 3174 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.

found you on the internet when I Googled Cavalier King Charles Spaniel Puppies

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

As you can see from my 5 ratings, I was more than pleased with the entire experience. Only one thing regarding her arrival; she landed about 1.5 hours early and I was not told that she had made an earlier flight. Have also been in contact with the breeder which has been very helpful with a couple of questions re feeding etc. Pearl has been re-named Daisy and is doing very well. Thank you.

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

My entire experience with Purebred Breeders was easy and pleasant. Each person with whom I spoke was courteous and informed. The new puppy is great! Jim Zidlicky, Riverside, Illinois

Customer ID

944494

2. Thank You!

Email

Mar 02, 2012 13:08:46 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: 2374 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 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	4

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.

Online website

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

1075331

2. Thank You!

Email

Oct 10, 2012 23:33:36 Success: Email Sent to: marketing@purebredbreeders.com

Response Location

Country:	United States
Region:	IL
City:	Wheaton
Postal Code:	60187
Long & Lat:	Lat: 41.852001, Long:-88.121101

Customer Care Survey

Response ID: 2447 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

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

1084070

2. Thank You!

Email

Oct 27, 2012 12:59:53 Success: Email Sent to: marketing@purebredbreeders.com

Response Location

Country:

United States

Region:

IL

City:

Chicago

Postal Code:

60640

Long & Lat:

Lat: 41.972801, Long: -87.661598

Customer Care Survey

Response ID: 2165 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. 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.

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!

Please tell customers who pick-up at O'hare, American Airlines, that it is a special parcel pick-up kiosk after Baggage Claim 9, that the puppy is delivered. But, the puppy will first be waiting at the baggage claim area for a while, all alone, so the person can go see the puppy there.

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

Customer ID

824825

2. Thank You!

Email

Aug 17, 2012 00:16:24 Success: Email Sent to: marketing@purebredbreeders.com

Response Location

Country:	United States
Region:	IL
City:	Hanover Park
Postal Code:	60133
Long & Lat:	Lat: 41.976299, Long:-88.144096

Customer Survey

Response ID: 4680 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.

Web Search for Pug Puppy 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!

Everything was perfect -- including the puppy! She is so good, she fit right in with our family. The breeder is first-rate. Your coordination of shipping activities was perfect... except for one thing, which you couldn't have been aware of: the pickup point for United/Continental Freight at O'Hare changed, they demolished one building and moved pickup point to another building.

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

Customer ID

1016617

2. Thank You!

Email

Jun 29, 2012 13:35:57 Success: Email Sent to: marketing@purebredbreeders.com

Response Location

Country:	United States
Region:	IL
City:	Maywood
Postal Code:	60153
Long & Lat:	Lat: 41.881302, Long:-87.844101

Customer Survey

Response ID: 4369 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 was looking for a Pom and your site came up. I'm so happy it did, you are simply the best.

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

It was the best experience of my life. She arrived happy and healthy and cute as a button. We love her. Thank you so very much for all your help.

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

PB is by far the best place to find a happy, healthy puppy. I would recommend you to everyone, and I already have. Thank you for all your help, the whole process was fast and easy. Thank you for everything. Deborah & Jim and of course Bella Merlot.

Customer ID

998849

2. Thank You!

Email

Jun 03, 2012 13:55:31 Success: Email Sent to: marketing@purebredbreeders.com

Response Location

Country:	United States
Region:	IL
City:	Springfield
Postal Code:	62701
Long & Lat:	Lat: 39.791199, Long: -89.674599

Customer Survey

Response ID: 3338 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	3

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.	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.	3

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!

Customer service was not always prompt in answering questions/getting back to me

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

Customer ID

955618

2. Thank You!

Email

Mar 15, 2012 09:46:46 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:-87.754799

Customer Survey

Response ID: 6730 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.

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

1116936

2. Thank You!

Email

Dec 26, 2012 10:45:33 Success: Email Sent to: marketing@purebredbreeders.com

Response Location

Country: United States

Region: IL

City: Geneva

Postal Code: 60134

Long & Lat: Lat: 41.880001, Long:-88.358704

Customer Survey

Response ID: 4520 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.

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.

Our puppy arrived healthy,happy and well cared for.She is a wonderful addition to our family. She is just beautiful !

Customer ID

980705

2. Thank You!

Email

Jun 14, 2012 13:30:36 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 Survey

Response ID: 5118 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	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 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	4

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 08, 2012 12:56:57 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 Care Survey

Response ID: 2346 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.

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!

We picked up are adorable dog Ruger from the Breeders. We were 1 hour late because there was a time zone issue which I felt horrible. Just double check on time zones.

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

Our adorable Chocolate Lab Ruger is a breath of fresh air. My 2 children love him to death and are very attentive to him and what a great spirit he brings to our family. Christine - Bartlett, IL

Customer ID

1059062

2. Thank You!

Email

Oct 04, 2012 10:32:00 Success: Email Sent to: marketing@purebredbreeders.com

Response Location

Country:	United States
Region:	IL
City:	Addison
Postal Code:	60101
Long & Lat:	Lat: 41.931, Long:-88.009003

Customer Care Survey

Response ID: 2525 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.	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.

web sight

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

1095299

2. Thank You!

Email

Nov 18, 2012 09:20:39 Success: Email Sent to: marketing@purebredbreeders.com

Response Location

Country: United States

Region: IL

City: Chicago

Postal Code: 60638

Long & Lat: Lat: 41.785301, Long:-87.773399

Customer Survey

Response ID: 4282 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	4

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.

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!

no

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

I love my German Shepherd Seabiscuit! I was a little nervous b/c I didn't get to meet him in person in order to pick him out but he is a great puppy; I would not change a thing. -Nicole

Customer ID

982936

2. Thank You!

Email

May 26, 2012 23:32:35 Success: Email Sent to: marketing@purebredbreeders.com

Response Location

Country: United States

Region: IL

City: Oak Lawn

Postal Code: 60453

Long & Lat: Lat: 41.709099, Long:-87.759598

Customer Survey

Response ID: 4060 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 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 entire experience was great!

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

WOW, we LOVE our new labradoodle DUNKIN. Hes frisky, cuddly, and SO beautiful. He is absolutely everything described! i would highly recommend PureBreeders to anyone interested in a pup. SPOILED rotten (already). pam dryer illinois

Customer ID

984482

2. Thank You!

Email

May 10, 2012 09:24:32 Success: Email Sent to: marketing@purebredbreeders.com

Response Location

Country: United States

Region: KY

City: Russellville

Postal Code: 42276

Long & Lat: Lat: 36.8736, Long:-86.874901

Customer Care Survey

Response ID: 2504 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 the web

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

He is wonderful

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

Customer ID

1092460

2. Thank You!

Email

Nov 13, 2012 19:47:29 Success: Email Sent to: marketing@purebredbreeders.com

Response Location

Country:

United States

Region:

IL

City:

Aledo

Postal Code:

61231

Long & Lat:

Lat: 41.1987, Long:-90.721901