



Dear valued customer,

Welcome to the Royal Flair family. As an owner of a Brand New Royal Flair Caravan, we thank you for purchasing what we consider to be the best Caravan of it's kind in Australia.

As a family orientated business for over thirty years, we have a tradition of welcoming all new customers into our extended family as we believe it's the best way to share all the joys and experiences that Caravaning has to offer.

So that we are able to better improve our service and products, we kindly request you to complete a short survey outlining the various areas of our business you dealt with while purchasing your caravan recently. Your few minutes today will allow us to better deliver customer service, including great products, offers and servicing & maintenance tips.

As we appreciate your time is valuable, a free complimentary promotional gift awaits when you've completed and emailed the survey.

To access the survey, please click the link provided or alternatively, fill out the accompanying form and either post/fax it at the numbers provided below:

<http://www.royalflair.com.au/survey.php>

Stay safe and thank you for purchasing a Royal Flair Caravan.

Bill Deralas
CEO

Ps. Don't forget to 'like' us on Facebook, it's the quickest and easiest way to stay up to date with all things Royal Flair.



Your feedback is important to us and we plan to use the results of this survey to further strengthen our relationship and our ability to provide a better product. We thank you in advance for your time and effort.

The information submitted will be used for company purposes only and you may chose to remain anonymous.

Name:		Address:	
City:	Suburb:	Post code:	
State:	Mobile:	Telephone:	
Email:			

1. Which model of caravan have you purchased?

Model Name:	Chassis Number:
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2. How did you first hear about Royal Flair?

3. Please rate the following	Highly Satisfied	Satisfied	Undecided	Dissatisfied	Highly Dissatisfied	
How do you rate the quality of our interior design?						
How do you rate the quality of our exterior design?						
How do you rate the quality our appliances?						
How do you rate the cabin layout?						
How do you rate the dealer's knowledge?						
How do you rate the dealers customer service?						
How do you rate the after market customer support?						
4. How likely are you to recommend us to a friend?	Highly Likely	Likely	Undecided	Unlikely	Highly Unlikely	
5. Have you purchased more than one Royal Flair Caravan?	Yes	No				
If so, which one?						



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6. Please tell us what you most like about the caravan?

7. Please tell us how you would make improvements to the caravan?

8. Would you like to receive news and special offers?

Yes

No

9. If so, how would you like to receive your news/offers?

Mail

Email

10. And finally, please tell us what you enjoy most about caravanning and the great outdoors?

[Click here to email the form](#)