SurveyNinja

Delivery survey

17 questions. About 3 min to answer.

Ordering habits

1. How often do you order delivery from our store?

Choose one answer.

- ○ Often, I'm a regular customer
- ○ I've only ordered a delivery once
- ○ From time to time

2. Do you prefer online or in-store shopping?

Choose one answer.

- ○ I prefer to order online
- ○ I prefer in-store shopping
- ○ I like to shop both online and in store

3. In your opinion, is delivery arranged promptly when ordering online?

Choose one answer.

- ○ Yes, it's very quick
- ○ It's hard to say whether it's quick or not
- ○ It's quite quick
- ○ It's slow

The order and delivery manager

4. Competence

1 2 3 4 5

5. Politeness

1 2 3 4 5

6. Promptness

1 2 3 4 5

7. Responsiveness

1 2 3 4 5

8. Product awareness

1 2 3 4 5

The delivery company

9. Timely delivery

1 2 3 4 5

10. Politeness

1 2 3 4 5

11. Competence

1 2 3 4 5

Problems and ideas

12. Were the products you ordered delivered safe and sound?

Choose one answer.

- ○ Yes, they were fine
- ○ No, the products were damaged
- ○ Other: _____

13. Have you had any problems replacing damaged products, if applicable?

Choose one answer.

- ○ There was no problem, the product was replaced free of charge
- ○ There were problems, but the product was still replaced free of charge
- ○ I was denied a free replacement product

14. Please clarify what exactly the problem was with the return/replacement of the product

15. Were there any problems when paying for delivery?

Choose one answer.

- ○ No, payment went smoothly
- ○ Yes, there was a problem with payment

16. Please share your suggestions for improving the delivery quality

17. Please provide your contact details (email or phone number) if you would like us to contact you

Run it online for free

Copy this template to SurveyNinja, send the link and the answers go into a ready report with charts.

surveyninja.io/templates/store-delivery-service-evaluation

Survey template from SurveyNinja: surveyninja.io