

25. You chose a Snaidero kitchen because...

- It is synonymous with quality
- It is a prestigious brand
- It is a reliable brand
- It has a great tradition
- It produces innovative kitchens
- It focuses on quality materials and finishes
- It makes long-lasting kitchens
- It offers a wide range of products
- It successfully combines tradition with innovation
- It makes functional and ergonomic kitchens
- It produces state-of-the-art kitchens
- It has incomparable design
- It offers a good quality/price ratio
- It is an eco-friendly company
- The company focuses on social work

26. With reference to the service provided by your retailer, please give a score from 1 - 10 for the following factors:

- Courtesy
- Expertise
- Spacious display area
- Prestigious sales outlet
- Product selling points
- Quick delivery
- After-sales assistance

27. Can you indicate how much the following sources of information contributed to your knowledge of the Snaidero brand?

	<i>very much</i>	<i>quite a lot</i>	<i>little</i>	<i>not at all</i>
Publicity (TV, radio etc.) <input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The Internet <input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Furnishing magazines <input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Posters <input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Friends/relatives <input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Kitchen retailers <input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I previously owned a Snaidero kitchen <input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

To extend your warranty coverage, please deliver this form to your authorised dealer or send it to:
Snaidero Rino SpA - Viale Rino Snaidero Cavaliere del Lavoro 15, 33030 Majano (UD) - Italy

The european guarantee lasts 2 years: snaidero guarantees for 10!

A 10-year guarantee. Extraordinary coverage and an absolute record in the modular kitchen sector. Snaidero can offer you this additional service because, with more than 60 year's experience, it is not only confident about the quality of its materials but also about its ISO 9001 Quality System certification.

All this has been achieved with total respect for the environment, a commitment that is confirmed in ISO 14001 certification, with respect for human rights and the rights of the employees in its supply chain (SA 8000 certification). Social Accountability certification (Social Accountability 8000) confirms Snaidero's commitment to truly sustainable growth.

Consequently, from the date of delivery, your kitchen furniture will be guaranteed for 10 years for any flaws due to original manufacturing defects, in this case faulty elements will be repaired or replaced according to current production.

This guarantee does not cover any parts that might be faulty due to negligent or careless use, bearing in mind the information on the product data card, or due to incorrect kitchen planning by the sales outlet, to installation, assembly, maintenance or damage during transport, or to circumstances that are not due to manufacturing defects.

Defects will be checked by the Quality Service at Snaidero Rino SpA

Original manufacturing defects do not include the effects of normal wear and tear or colour variations due to time, light, steam or other typical kitchen features. This guarantee does not cover visible defects that were recognizable at the time of delivery.

Moreover, the guarantee does not include electrical appliances, sinks or taps guaranteed by manufacturers following their established procedures, or the costs of calls or labour due to replacement or repair of the faulty parts.

The 2-year European guarantee is valid from the date of delivery, which must be certified with a sales receipt issued by the retailer and shown if required.

The extension of the guarantee from 2 to 10 years can be obtained by sending the application form to Snaidero Rino SpA, fully completed in all its parts and bearing the retailer's stamp. The purchaser will receive a certificate of receipt from Snaidero Rino SpA to confirm it has been received. This certificate must be shown if necessary together with the delivery document issued by the retailer.

The purchaser must notify the authorized retailer of any defects within two months of being discovered.

Application Form

For the warranty to be valid, this section must be filled in by the authorised dealer

Surname

Name

Address

City (Prov) Tel

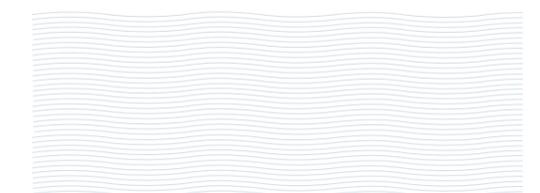
Postcode

e-mail

Order no./Delivery note no

Delivery date

Dealer stamp



In sending you my personal data, I join the Snaidero Quality Service project and I am aware that the data I have provided in this questionnaire will be used by Snaidero Rino SpA or by its entrusted companies for processing, in anonymous form and without reference to my name and address, solely for statistical purposes together with those of all other Snaidero customers, and stored in your filing system under your responsibility.

Moreover, I herewith authorize do not authorize Snaidero Rino SpA to use my personal data to send promotional material at any time and free of charge. I will be entitled to change my personal data or oppose its use for such purposes by writing to Snaidero Rino SpA, Viale Rino Snaidero Cavaliere del Lavoro, 15 - 33030 Majano (UD).

Finally, I hereby consent do not consent to being contacted by Snaidero Rino SpA to provide information concerning my satisfaction with the kitchen I have purchased.

Signature

Date

Questionnaire

Please take a few minutes of your time to provide us with information concerning the kitchen you have purchased. It is important for this questionnaire to be filled in by the person who had most influence on the choice of kitchen (the person mainly responsible for the choice). The information you provide will be extremely useful to us in order to offer all our customers ever-increasing quality in products and services. Furthermore, we guarantee that all the data and information you provide will be processed in strictly anonymous form.

Social-demographic information

(of the person mainly responsible for choosing the kitchen)

1. Sex

Male

Female

2. Age

Of the person mainly responsible for the choice _____

Of the spouse/cohabitant _____

3. Professional status of the person making the choice and his/her spouse/cohabitant

Decision Maker Partner

Company owner/self-employed professional

Manager/managerial position

Clerk

Trader

Artisan/Self-employed

Teacher

Student

Factory worker

Other self-employed job

Housewife

Pensioner

Unemployed

4. Level of education

• Degree

• High School diploma

• Lower high school diploma

• Primary school diploma

5. Number of family members

Number _____

6. Could you indicate the approximate size of your home?

Less than 60 m²

60 - 79 m²

80 - 109 m²

110 - 149 m²

More than 150 m²

7. Could you indicate the type of home you live in?

Large block of flats

Small block of flats

Separate housing

8. Is your home owned or rented?

Owned

Rented

9. How often do you eat at home every week?

Every day, lunch and dinner

Every day, but only dinner

Only at the weekend

Occasionally

Information concerning home living

10. Which is your favourite room in the home?

Living room/dining room

Kitchen

Double bedroom

Study

Children's bedroom

None in particular

All of them

11. What are the reasons for your preference?

It is functional

I spend time there with my family

I spend time there with guests/friends

It is the most attractive room in the home

It is quiet

It is my own personal space

For its overall atmosphere

For its furnishings and accessories

For its colours

Because I relax

Other

12. My kitchen is...

The room where I spend most of my time when I am at home

The room where I love to entertain guests and friends

A place where I also work

Quite simply the room where I prepare meals

A room just like any other

Information concerning the kitchen you purchased

13. How long is your kitchen in metres?

14. What type of arrangement is it?

Corner

Linear

15. What type of payment did you chose?

Cash

Consumer credit

Other

16. Is it the first kitchen you have bought?

17. What brand of kitchen did you have until today?

18. How long did you have this kitchen?

For years

I don't know, I don't remember

snaidero

CUCINE PER LA VITA

19. What is the main reason for purchasing your present kitchen?

Marriage or cohabiting

I went to live on my own

Second home

Extending my current house

Moving house

Renewing the existing kitchen

Other

20. Did you take advantage of a special offer in purchasing your kitchen?

Yes

No

I don't know

21. How many sales outlets did you visit before deciding on your purchase?

22. How long did it take from the moment you began to consider purchasing a kitchen to the moment you bought it?

Less than 3 months

3 - 6 months

6 - 12 months

More than 12 months

23. Which other brands did you consider apart from Snaidero?

The first

The second

I did not consider any other brands

The criteria used in purchasing your kitchen

24. Before purchasing this kitchen, did you already know the Snaidero brand?

Yes

No