



**Retailer:** \_\_\_\_\_

All Ratings are from 1-10 (10 being best). Products receiving scores between:

- 1-3 are exceptional poor
- 3-5 have a significant flaw or multiple minor flaws
- 5-7 are of acceptable quality
- 7-9 are of above average to very good quality
- 10 represent a perfect score – this product could not be improved in this category

## General Impressions

Online/Brick & Mortar

Rate the selection: \_\_\_\_ Rate the experience: \_\_\_\_

Comments: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

## Quality

Overall Quality: \_\_\_\_ Customer Service: \_\_\_\_ Was there a problem with the order? Yes / No

If yes, please describe: \_\_\_\_\_

Comments: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

## Value

Rate the product cost: \_\_\_\_ Rate the shipping cost: \_\_\_\_ How long did it take before the order was shipped: \_\_\_\_ days

Does the retailer offer a discount program? Yes / No

Please describe any issues: \_\_\_\_\_

Comments: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

## Other Information

Describe the Return Policy: \_\_\_\_\_

Did you contact the retailer by phone/email? Yes / No How long before you received a response? \_\_\_\_ days

General Comments: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

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**AVID SOCCER EQUIPMENT REVIEW**