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Dear Customer,

Thank you for your purchase of Timberworks! We want to know how you feel about our American-made product. We value our customers and would really appreciate your feedback. Monitoring our success in meeting and exceeding your expectations in Timberworks first few years on the market is very important to us. We are dedicated to quality and providing the best product possible. We really appreciate your feedback. Please, fill out the attached short questionnaire. You can return the survey to 1200 Bowling St., Columbia, MO 65201 or e-mail it to us at [timber-works@usa.net](mailto:timber-works@usa.net).

To show our appreciation for your time we would be happy to provide you with a **FREE GIFT** of your choice. At the end of the survey you can fill out your name and address along with the gift of your choice. Please allow 6-8 weeks for delivery. We are excited to hear from you!

Cordially,

Timberworks Team

Were you satisfied with the following characteristics of Timberworks?

	Not Satisfied	Somewhat Satisfied	Satisfied	Very Satisfied	Extremely Satisfied
1. Quality					
2. Packaging					
3. Value (Quantity/Price)					
4. Ease of Use					
5. Overall					

1. Which Timberworks products have you used?

- a. Beautiful Building Blocks
- b. Block City Set (book included)
- c. Cottage/Bridge Set
- d. Wheeled Vehicle Set
- e. Covered Bridge Set
- f. King Set

2. How did you first hear about our products?

- a. Word of mouth
- b. Online website: \_\_\_\_\_
- c. In store: \_\_\_\_\_
- d. News/Paper/Ads: \_\_\_\_\_
- e. Other: \_\_\_\_\_

3. Would you buy Timberworks again (yes/no)? \_\_\_\_\_

4. Would you recommend Timberworks (yes/no)? \_\_\_\_\_

5. What other toy brands have you purchased this year?

\_\_\_\_\_

6. We consider Timberworks to be heirloom quality – do you plan to keep the set for future generations (yes/no)? \_\_\_\_\_

7. How often do you (and/or your child) use Timberworks?

\_\_\_\_\_

8. On average, what length of time do you and/or your child use Timberworks?

\_\_\_\_\_

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9. Tell us how your child plays with Timberworks. Does he or she use other toys simultaneously?

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10. Have you used the online videos (yes/no)? \_\_\_\_\_

11. Did you find the directions provided helpful (yes/no)? \_\_\_\_\_

12. How can we improve our directions?

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13. What would you prefer to see in future products?

- a. dollhouse
- b. crane
- c. trucks
- d. block sets for younger kids
- e. other: \_\_\_\_\_

14. In your opinion what would be the best way to advertise the unique features of this product?

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15. What would you prefer Timberworks to offer?

- a. sets with a lower price, fewer parts, that can build one or two projects
- b. sets with a higher price, more parts, and more versatility
- c. small add-on sets/kits
- d. new products
- e. sets with a lower price that exclude the tote/duffel

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- 16. Is it important to include the tote/duffel with the set (yes/no)? \_\_\_\_\_
  - 17. Is it important to you that a tote/duffel if included is made in the USA (yes/no)? \_\_\_\_\_
  - 18. What would you say Timberworks strongest attribute is? \_\_\_\_\_
  - 19. Is there anything you do not like about this product? \_\_\_\_\_
  - 20. What else should we know? Please include any suggestions or improvements that you feel are needed.  
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**THANK YOU!**

Free Gift Choices

- 1. 4 NEW connectors (E shape) & 4 rotated notched twelve inch timbers
- 2. Beautiful Building Blocks (4 – six inch & 4 – twelve inch)
- 3. 4 twenty-four inch interlocking timbers
- 4. Cities by the Sea Book (compliments Beautiful Building Blocks set)

Your Shipping Information:

Name: \_\_\_\_\_  
Address: \_\_\_\_\_  
City, State, Zip: \_\_\_\_\_  
Phone Number: \_\_\_\_\_