

Customer Satisfaction Survey Email Templates

Subject: We Value Your Opinion! Take Our Customer Satisfaction Survey 

Dear [Customer's Name],

At [Your eCommerce Store's Name], your satisfaction is our top priority. We continually strive to enhance your shopping experience and provide you with exceptional service. To help us better understand your needs and improve our offerings, we invite you to participate in our Customer Satisfaction Survey.

Your insights are invaluable to us, and your honest feedback will play a significant role in shaping our future initiatives. This survey will only take a few minutes of your time, and we genuinely appreciate your contribution.

Survey Questions:

1. How satisfied are you with your recent shopping experience at [Your eCommerce Store's Name]?
 - a. Very Satisfied
 - b. Satisfied
 - c. Neutral
 - d. Unsatisfied
 - e. Very Unsatisfied
2. What motivated you to make a purchase with us?
 - a. Quality of Products
 - b. Competitive Prices
 - c. Customer Reviews
 - d. Variety of Choices
 - e. Other (Please Specify): _____
3. Did you find our website easy to navigate and user-friendly?
 - a. Yes, very easy
 - b. Yes, somewhat
 - c. Neutral
 - d. No, not very
 - e. No, not at all
4. How would you rate the overall quality of the products you purchased?
 - a. Excellent
 - b. Good
 - c. Average
 - d. Below Average
 - e. Poor

5. Were our product descriptions and images helpful in making your purchasing decisions?
 - a. Extremely helpful
 - b. Helpful
 - c. Neutral
 - d. Not very helpful
 - e. Not at all helpful
6. Did you encounter any difficulties during the checkout process? If yes, please specify:
7. How likely are you to recommend [Your eCommerce Store's Name] to a friend or family member?
 - a. Very Likely
 - b. Likely
 - c. Neutral
 - d. Unlikely
 - e. Very Unlikely
8. Is there a specific product or category you would like to see us expand upon in the future? If yes, please specify:
9. Do you have any additional comments, suggestions, or feedback for us?

We truly value your input and are committed to using it to refine our offerings and provide you with an even better shopping experience. To thank you for your time, upon completing the survey, you will receive a [X%] discount on your next purchase as a token of our appreciation.

To participate in the survey, simply reply to this email with your answers. We can't wait to hear from you!

Thank you for being a valued customer and for helping us serve you better.

Best regards,
[Your Name]
[Your Title]
[Your Contact Information]

P.S. Your feedback matters! Please send us your completed survey by [Survey Deadline]. Your discount code will be provided upon survey submission.