

CLIENT FEEDBACK FORM

Fixed Restorations — Crowns / Bridges / Veneers

OFFICE

DOCTOR

CASE #

PHONE

EMAIL

DATE

CASE QUALITY					
Category	Exc	Good	Fair	Poor	N/A
Fitment Accuracy	☐	☐	☐	☐	☐
Margin Accuracy	☐	☐	☐	☐	☐
Shade Matching	☐	☐	☐	☐	☐
Occlusion / Bite	☐	☐	☐	☐	☐
Contacts & Contours	☐	☐	☐	☐	☐
Craftsmanship	☐	☐	☐	☐	☐

SERVICE & SUPPORT					
Category	Exc	Good	Fair	Poor	N/A
Turnaround Time	☐	☐	☐	☐	☐
Communication & Response	☐	☐	☐	☐	☐
Packaging	☐	☐	☐	☐	☐
Shipping	☐	☐	☐	☐	☐
Courier / Pickup Service	☐	☐	☐	☐	☐

Overall Satisfaction ☐ Exc ☐ Good ☐ Fair ☐ Poor

How likely are you to recommend SnapDragon Dental Lab to a colleague?
Not likely ☐ ☐1☐2☐3☐4☐5☐6☐7☐8☐9☐10 Extremely likely

REMAKE OR ADJUSTMENT NEEDED ON THIS CASE? IF YES, WHY?

WHAT DID WE DO WELL / WHAT COULD WE IMPROVE?

Preferred contact: ☐ Phone ☐ Email ☐ Text OK to contact about this feedback? ☐ Yes ☐ No

COMPLETED BY (NAME / TITLE)

OFFICE PHONE / EMAIL

DATE

WHAT DID WE DO WRONG?

CLIENT FEEDBACK FORM

Removable Prosthetics — Partial / Dentures

OFFICE

DOCTOR

CASE #

PHONE

EMAIL

DATE

CASE QUALITY					
Category	Exc	Good	Fair	Poor	N/A
Fitment Accuracy	☐	☐	☐	☐	☐
Retention	☐	☐	☐	☐	☐
Esthetics (Shade/Teeth)	☐	☐	☐	☐	☐
Occlusion / Bite	☐	☐	☐	☐	☐
Comfort	☐	☐	☐	☐	☐
Craftsmanship	☐	☐	☐	☐	☐

SERVICE & SUPPORT					
Category	Exc	Good	Fair	Poor	N/A
Turnaround Time	☐	☐	☐	☐	☐
Communication & Response	☐	☐	☐	☐	☐
Packaging	☐	☐	☐	☐	☐
Shipping	☐	☐	☐	☐	☐
Courier / Pickup Service	☐	☐	☐	☐	☐

Overall Satisfaction ☐ Exc ☐ Good ☐ Fair ☐ Poor

How likely are you to recommend SnapDragon Dental Lab to a colleague?
Not likely ☐ ☐1☐2☐3☐4☐5☐6☐7☐8☐9☐10 Extremely likely

REMAKE OR ADJUSTMENT NEEDED ON THIS CASE? IF YES, WHY?

WHAT DID WE DO WELL / WHAT COULD WE IMPROVE?

Preferred contact: ☐ Phone ☐ Email ☐ Text OK to contact about this feedback? ☐ Yes ☐ No

COMPLETED BY (NAME / TITLE)

OFFICE PHONE / EMAIL

DATE

WHAT DID WE DO WRONG?