

Summary Results from 2008 Client Survey

Most sought after products from survey (*not from sales*)

Clothing	77.30%
Bags	40.90%
Headwear	31.80%
Cool Dry Clothing	31.80%
Writing Instruments	27.30%
Office Stationery	22.70%
Mugs & Glasses	13.60%
Jackets	13.60%
Stubby Holders	13.60%
Executive Gifts & Premiums	9.10%
Novelty Products	9.10%
Workwear	9.10%
Workshop & Safety Apparel	4.50%
Keyrings	4.50%
Wristbands	4.50%
Sunscreen	4.50%
Temp Tattoos	4.50%

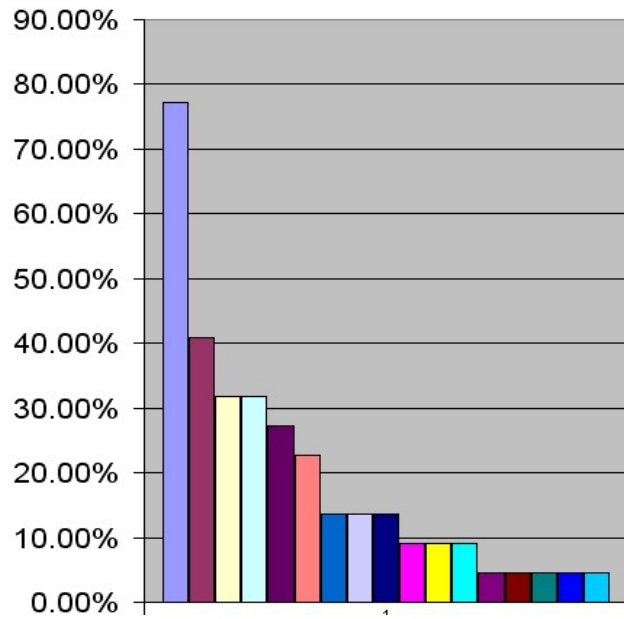


Chart 1

What encouraged you to use Caprice Promotional ?
(more than 1 option was allowed)

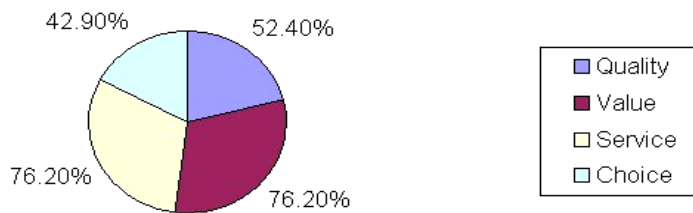
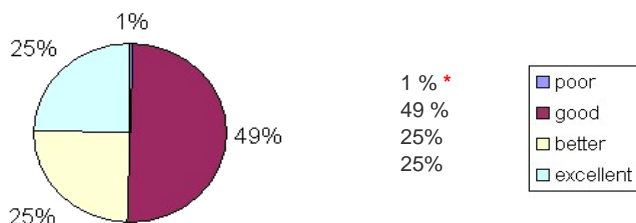


Chart 2 refer to Question 6 below

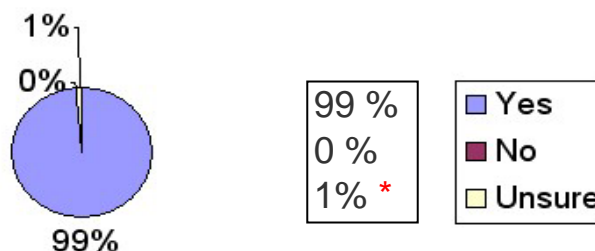
What quality was the delivered product in regards to your expectations ?



* see Note 1

Chart 3

Would you recommend Caprice to other businesses ?



* see Note 2

- * **Note 1** - Chart 2 Embroidery movement in production of a solid logo
Shirts immediately replaced prior to any invoicing
- * **Note 2** - Chart 3 Refers to above

Unedited Comments from Clients (red text is from Caprice)

Subject - Q4. Did you have any difficulty in finding your desired product ?

- a1 No - David is always very helpful and will strive to find the product which is correctly for you
- a2 Prior to finding the Caprice site - Yes
- a3 No, David always seems to find us exactly what we want.
- a4 No, the service I received was always timely and on the money.
- a5 No, You are very helpful, thank you.
- a6 No - they were based on things we had either done or seen previously
- a7 Because I know which product I wanted, I have not encountered any
difficulty in finding the product I want

Summary of ALL others were No Problems

Subject - Q5. Was the product delivered in an appropriate timeframe ?

- a1 Yes - we have often given Caprice an order with a very short deadline and Caprice have
always delivered before the due date or on time
- a2 Most definitely
- a3 Yes, David always delivers all orders items in the timeframe he gives us.
- a4 Yes, always.
- a5 Yes, we had a short timeframe and even with mistakes they were still able to
meet it, while providing great customer service
- a6 Absolutely.
- a7 Some delays **Caprice - a/c overseas order**
- a8 Yes, the product was delivered to us on time as promised
- a9 Very promptly

Summary of ALL others were On Time

Subject - Q6. Was the product quality what you expected ?

- a1 Service provide was good. Felt the quality of the embroidery was poor. Had to return a number of items.
Matter was handled well however not sure if we will be coming back. SEE NOTE 1 ABOVE
- a2 Slight hiccup early with the embroidering but all sorted out without delay
- a3 David at Caprice was invaluable in helping us to choose the right products
- a4 very happy with quality
- a5 I know the product as involved with other group using this company
- a6 Some of the bottles are cracked at the bottom. **replaced immediately and still made client's deadline**

Summary of ALL others were Excellent

Subject - Q9. Additional Feedback of your choice.

- a1 Service was wonderful - excellent communication throughout whole process,
would HIGHLY recommend to others :)
- a2 Caprice have always delivered exactly what we want, often in a very tight time frame.
They are honest about what they can do and after conducting a price check with other
agencies Caprice have always been able to better and quotes.
- a3 Thank you for providing time and assistance in helping us to finalise our product selection.
- a4 Might be good to develop a guaranteed non sweat-shop labour brand - it is
certainly something I would consider paying more money for. (Charity client)
There are No Sweat Shops associated with APPA, it's against our principles
- a5 Have always received excellent service & assistance and delivery always on time

Thank You for all your feedback,
it is very valuable to us and will
assist us service you better in 2009