

*Appendix F*

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## ***Customer Survey Results***

**Give us your comments**  
and enter to win a \$50 Good Guys gift certificate!



Complete this card, leave it at a participating Good Guys store or drop it in the mail (postage paid), and you will be entered in a drawing to win a \$50 gift certificate.

**How did you hear about this program?**  Newspaper ad  TV  Radio  
 Flier  In-store promo  Other \_\_\_\_\_

**Which store did you visit?**  Bellevue  Lynnwood  Puyallup  Tukwilla

**Have you shopped at this store before?**  Yes  No

**Why did you participate in this program?**  Help the environment  Convenient  
 10% discount coupon  Low cost  Other \_\_\_\_\_

	Agree	Disagree
Staff helpful/knowledgeable	<input type="radio"/>	<input type="radio"/>
Easy to use	<input type="radio"/>	<input type="radio"/>
Reasonable price	<input type="radio"/>	<input type="radio"/>
Likely to use this service again if offered	<input type="radio"/>	<input type="radio"/>

**Did you make a purchase at this store while recycling your TV?**  Yes  No

**Did you use the store discount coupon?**  Yes  No

**If yes, what was the value of your discount?** \$  .

**What is your zip code?**  9

**Comments/Suggestions:**

**The following is required only if you wish to enter the drawing:**

Name  Phone

Address  City/State/Zip

[One entry per household. Must be 18 or older to enter. Need not be present to win. Need not complete this survey to enter. Entries must be received by August 21. Employees (and their families) of Good Guys, participating manufacturers, or government agencies may not enter.]

## NUMBER OF SURVEYS RECEIVED

	Surveys Received	TVs collected
Bellevue	34	683
Lynnwood	198	1912
Puyallup	292	466
Tukwila	496	981
[Multiple stores marked]	5	--
[No store marked]	18	--
Total	1043	4042

## Please read regarding interpretation of results

We present program-wide and individual store results below. Please use caution making comparisons between stores, as the number of surveys received (and timing of their completion) varies between stores. In particular, be careful when making interpretations of Bellevue survey results, as they are based on only 34 responses.

Program-wide ("total") results are presented in both weighted and unweighted form. We calculated weighted results by weighting each store's survey results by the number of TVs collected at that store. Unweighted results are calculated by pooling all surveys received.

**Weighted results are preferred** for making general statements about pilot program customers, as they include results from each store proportional to the estimated number of televisions collected (a proxy for number of customers) instead of the number of surveys collected (which varies depending on how successful each store was at distributing and submitting surveys).

## RESULTS

## How did you hear about this program?

	Bellevue		Lynnwood		Puyallup		Tukwila		Total	Weighted	Unweighted
	n	%	n	%	n	%	n	%			
Newspaper ad	12	36%	109	56%	117	41%	210	43%	452	48%	44%
	14	42%	66	34%	114	40%	185	38%	384	37%	38%
	1	3%	12	6%	28	10%	48	10%	90	7%	9%
	0	0%	1	1%	15	5%	15	3%	31	2%	3%
In-store promo	1	3%	0	0%	0	0%	7	1%	8	1%	1%
	9	27%	31	16%	41	14%	75	15%	157	18%	15%
	1	--	3	--	5	--	9	--	21	--	--

*Note: Figures do not add to 100% because multiple responses were permitted.*

## Have you shopped at this store before?

	Bellevue		Lynnwood		Puyallup		Tukwila		Total	Weighted	Unweighted	
	n	%	n	%	n	%	n	%				
Yes	18	55%	89	47%	176	63%	295	63%	588	54%	59%	
	15	45%	101	53%	104	37%	174	37%	401	46%	41%	
	1	--	8	--	12	--	27	--	54	--	--	
	100%		100%		100%		100%		100%		100%	

## Why did you participate in this program?

	Bellevue		Lynnwood		Puyallup		Tukwila		Total	Weighted	Unweighted
	n	%	n	%	n	%	n	%			
Help the environment	28	82%	137	70%	214	76%	357	74%	748	74%	74%
	14	41%	75	38%	106	38%	185	38%	384	39%	38%
	3	9%	18	9%	33	12%	41	8%	98	9%	10%
	4	12%	67	34%	42	15%	85	18%	200	24%	20%
	1	3%	12	6%	18	6%	19	4%	50	5%	5%
	0	--	1	--	12	--	12	--	33	--	--

*Note: Figures do not add to 100% because multiple responses were permitted.*

## Program satisfaction

	Bellevue		Lynnwood		Puyallup		Tukwila		Total	Weighted	Unweighted
	n	%	n	%	n	%	n	%			
<b>Staff helpful/knowledgeable</b>											
Agree	32	100%	181	99%	275	100%	463	100%	967	99%	100%
Disagree	0	0%	2	1%	0	0%	1	0%	3	1%	0%
[No response]	2	--	15	--	17	--	32	--	73	--	--
<b>Easy to use</b>											
Agree	31	100%	168	98%	260	100%	438	99%	913	99%	99%
Disagree	0	0%	3	2%	0	0%	3	1%	6	1%	1%
[No response]	3	--	27	--	32	--	55	--	124	--	--
<b>Reasonable price</b>											
Agree	29	94%	157	96%	250	98%	398	96%	847	96%	97%
Disagree	2	6%	6	4%	6	2%	15	4%	29	4%	3%
[No response]	3	--	35	--	36	--	83	--	167	--	--
<b>Likely to use this service again if offered</b>											
Agree	29	100%	165	99%	257	100%	430	99%	898	99%	99%
Disagree	0	0%	2	1%	0	0%	4	1%	6	1%	1%
[No response]	5	--	31	--	35	--	62	--	139	--	--

## Did you make a purchase at this store while recycling your TV?

	Bellevue		Lynnwood		Puyallup		Tukwila		Total	Weighted	Unweighted
	n	%	n	%	n	%	n	%			
Yes	2	6%	6	3%	16	6%	22	5%	46	5%	5%
No	31	94%	169	97%	254	94%	423	95%	892	95%	95%
[No response]	1	--	23	--	22	--	51	--	105	--	--
	100%		100%		100%		100%		100%		100%

## Did you use the store discount coupon?

	Bellevue*		Lynnwood		Puyallup		Tukwila		Total	Weighted*	Unweighted
	n	%	n	%	n	%	n	%			
Yes	0	0%	5	3%	13	6%	25	7%	43	5%	6%
No	27	100%	139	97%	193	94%	341	93%	712	95%	94%
[No response]	7	--	54	--	86	--	130	--	288	--	--
	100%		100%		100%		100%		100%		100%

\* Bellevue surveys were omitted from the weighted results because the small number of survey respondents from Bellevue was insufficient to detect what was likely a small, but non-zero, fraction of all Bellevue customers that used the coupon.

## If yes, what was the value of your discount?

**Note:** The average discount was calculated as the median. Store-specific results are not reported because there were too few respondents from each store that reported the value of their store discount.

Range of discounts reported: \$0.10 - \$399.99

## What is your zip code?

	Bellevue		Lynnwood		Puyallup		Tukwila		Total	Weighted %	Unweighted %
	n	%	n	%	n	%	n	%	n	%	%
90012		0%	1	1%		0%		0%	1	0%	0%
90020		0%	1	1%		0%		0%	1	0%	0%
90406		0%	0%		1	0%		0%	1	0%	0%
98109		0%	0%		0%	0%	1	0%	1	0%	0%
98270		0%	1	1%		0%		0%	1	0%	0%
98296		0%	1	1%		0%		0%	1	0%	0%
98000		0%	0%		0%	0%	1	0%	1	0%	0%
98001		0%	0%		1	0%	10	2%	11	1%	1%
98002		0%	0%		2	1%	4	1%	6	0%	1%
98003	1	3%	0%		1	0%	7	2%	9	1%	1%
98005	1	3%	0%		0%	0%	1	0%	2	1%	0%
98006	1	3%	0%		0%	0%	1	0%	2	1%	0%
98007	2	6%	0%		0%	0%	0%	0%	2	1%	0%
98008	2	6%	0%		0%	0%	0%	0%	2	1%	0%
98011	1	3%	7	4%		0%		0%	8	2%	1%
98012		0%	9	5%		0%		0%	9	2%	1%
98014		0%	0%		0%	0%	1	0%	1	0%	0%
98019		0%	0%		1	0%	0%	0%	1	0%	0%
98020		0%	10	6%		0%		0%	10	3%	1%
98021		0%	7	4%		0%		0%	7	2%	1%
98022		0%	0%		0%	0%	1	0%	1	0%	0%
98023		0%	0%		5	2%	12	3%	17	1%	2%
98024	1	3%	0%		1	0%		0%	2	1%	0%
98026		0%	13	7%		0%		0%	13	4%	1%
98027		0%	1	1%		0%		0%	2	0%	0%
98028	1	3%	1	1%		0%		0%	2	1%	0%
98029	1	3%	0%		0%	0%		0%	1	0%	0%
98030		0%	0%		0%	0%	8	2%	8	0%	1%
98031		0%	0%		0%	0%	23	5%	23	1%	3%
98032		0%	0%		0%	0%	10	2%	10	1%	1%
98033	1	3%	0%		0%	0%	1	0%	2	1%	0%
98034	2	6%	2	1%		0%		0%	4	2%	0%
98036		0%	13	7%		0%		0%	13	4%	1%
98037		0%	9	5%		0%		1	0%	10	2%
98038		0%	0%		0%	0%	10	2%	10	1%	1%
98040	1	3%	0%		0%	0%	1	0%	2	1%	0%
98042		0%	0%		2	1%	23	5%	25	1%	3%
98043		0%	2	1%		0%		0%	2	1%	0%
98045	1	3%	0%		0%	0%	1	0%	2	1%	0%
98047		0%	0%		0%	0%	1	0%	1	0%	0%
98052	4	12%	0%		0%	0%		0%	4	2%	0%
98053		0%	0%		0%	0%	2	0%	2	0%	0%
98055		0%	0%		0%	0%	18	4%	18	1%	2%
98056		0%	0%		0%	0%	13	3%	13	1%	1%
98057		0%	0%		1	0%	2	0%	3	0%	0%
98058		0%	0%		0%	0%	24	6%	24	1%	3%
98059		0%	0%		0%	0%	18	4%	18	1%	2%
98063		0%	0%		0%	0%	1	0%	1	0%	0%
98065	2	6%	0%		0%	0%		0%	2	1%	0%
98072	3	9%	2	1%		0%		1	0%	6	2%
98074	2	6%	0%		0%	0%	1	0%	3	1%	0%
98075	1	3%	0%		0%	0%		0%	1	0%	0%
98077	1	3%	1	1%		0%		0%	2	1%	0%
98092		0%	0%		5	2%	8	2%	13	1%	1%
98093		0%	0%		1	0%		0%	1	0%	0%
98102	1	3%	2	1%		0%		4	1%	7	1%
98103	1	3%	2	1%		0%		2	0%	5	1%
98105		0%	0%		0%	0%	1	0%	1	0%	0%
98106		0%	0%		0%	0%	5	1%	5	0%	1%
98107		0%	1	1%		0%		1	0%	2	0%
98108		0%	0%		0%	0%	5	1%	5	0%	1%
98109		0%	0%		0%	0%	2	0%	2	0%	0%
98110		0%	0%		1	0%	2	0%	3	0%	0%
98111		0%	0%		0%	0%	1	0%	1	0%	0%
98112		0%	0%		0%	0%	1	0%	1	0%	0%
98115		0%	7	4%		0%		3	1%	10	2%
98116		0%	0%		0%	0%	23	5%	23	1%	3%
98117		0%	6	3%		0%		1	0%	7	2%

## What is your zip code?

	Bellevue		Lynnwood		Puyallup		Tukwila		Total	Weighted %	Unweighted %
	n	%	n	%	n	%	n	%	n	%	%
98118		0%		0%		0%	24	6%	24	1%	3%
98119		0%	6	3%		0%	4	1%	10	2%	1%
98122		0%		0%		0%	5	1%	5	0%	1%
98125		0%	5	3%		0%	2	0%	7	1%	1%
98126		0%		0%		0%	11	3%	11	1%	1%
98133		0%	4	2%		0%	1	0%	5	1%	1%
98136		0%	1	1%		0%	12	3%	13	1%	1%
98144		0%		0%		0%	7	2%	7	0%	1%
98146		0%		0%		0%	15	3%	15	1%	2%
98148		0%		0%		0%	4	1%	4	0%	0%
98155		0%	4	2%		0%		0%	4	1%	0%
98166		0%		0%		0%	16	4%	16	1%	2%
98168		0%		0%		0%	14	3%	14	1%	2%
98173		0%		0%		0%	1	0%	1	0%	0%
98177		0%	4	2%		0%		0%	4	1%	0%
98178		0%		0%		0%	18	4%	18	1%	2%
98188		0%		0%		0%	6	1%	6	0%	1%
98195		0%		0%	1	0%		0%	1	0%	0%
98198		0%	1	1%		0%	16	4%	17	1%	2%
98199	2	6%		0%		0%	4	1%	6	1%	1%
98201		0%	3	2%		0%		0%	3	1%	0%
98203		0%	6	3%		0%		0%	6	2%	1%
98204		0%	1	1%		0%		0%	1	0%	0%
98205		0%	1	1%		0%		0%	1	0%	0%
98208		0%	9	5%		0%		0%	9	2%	1%
98246		0%	1	1%		0%		0%	1	0%	0%
98252		0%	1	1%		0%		0%	1	0%	0%
98258		0%	2	1%		0%		0%	2	1%	0%
98270		0%	10	6%		0%		0%	10	3%	1%
98271		0%	1	1%		0%		0%	1	0%	0%
98272	1	3%	5	3%		0%		0%	6	2%	1%
98273		0%		0%	1	0%		0%	1	0%	0%
98275		0%	3	2%		0%		0%	3	1%	0%
98282		0%	1	1%		0%		0%	1	0%	0%
98288		0%		0%	1	0%		0%	1	0%	0%
98290		0%	2	1%		0%		0%	2	1%	0%
98292		0%	1	1%		0%		0%	1	0%	0%
98293		0%		0%	1	0%		0%	1	0%	0%
98296		0%	4	2%		0%		0%	4	1%	0%
98321		0%		0%	5	2%	1	0%	6	0%	1%
98322		0%		0%	1	0%		0%	1	0%	0%
98324		0%		0%	1	0%		0%	1	0%	0%
98328		0%		0%	5	2%		0%	5	0%	1%
98329		0%		0%	3	1%		0%	3	0%	0%
98332		0%		0%	4	2%		0%	4	0%	0%
98333		0%		0%	1	0%		0%	1	0%	0%
98335		0%		0%	6	2%	1	0%	7	0%	1%
98338		0%		0%	8	3%		0%	8	0%	1%
98344		0%		0%	2	1%		0%	2	0%	0%
98346		0%		0%		0%	1	0%	1	0%	0%
98349		0%		0%	1	0%		0%	1	0%	0%
98354		0%		0%		0%	1	0%	1	0%	0%
98360		0%		0%	7	3%		0%	7	0%	1%
98366		0%		0%	1	0%		0%	1	0%	0%
98367		0%		0%	3	1%	1	0%	4	0%	0%
98370		0%		0%	1	0%		0%	1	0%	0%
98371		0%		0%	9	3%		0%	9	0%	1%
98372		0%		0%	16	6%		0%	16	1%	2%
98373		0%		0%	13	5%		0%	13	1%	1%
98374		0%		0%	20	8%		0%	20	1%	2%
98375		0%		0%	9	3%		0%	9	0%	1%
98383		0%		0%		0%	1	0%	1	0%	0%
98387		0%		0%	7	3%		0%	7	0%	1%
98388		0%		0%	2	1%		0%	2	0%	0%
98390		0%		0%	26	10%		0%	26	1%	3%
98391		0%		0%	1	0%		0%	1	0%	0%
98395		0%		0%	1	0%		0%	1	0%	0%
98398		0%		0%	1	0%		0%	1	0%	0%

## What is your zip code?

	Bellevue		Lynnwood		Puyallup		Tukwila		Total	Weighted %	Unweighted %
	n	%	n	%	n	%	n	%	n	%	%
98404		0%		0%	5	2%		0%	5	0%	1%
98407		0%		0%	4	2%		0%	4	0%	0%
98408		0%		0%	4	2%		0%	4	0%	0%
98409		0%		0%	2	1%	1	0%	3	0%	0%
98414		0%		0%	1	0%		0%	1	0%	0%
98418		0%		0%	1	0%		0%	1	0%	0%
98422		0%		0%	4	2%	1	0%	5	0%	1%
98424		0%		0%	2	1%		0%	2	0%	0%
98443		0%		0%	2	1%		0%	2	0%	0%
98444		0%		0%	3	1%		0%	3	0%	0%
98445		0%		0%	11	4%		0%	11	0%	1%
98446		0%		0%	10	4%		0%	10	0%	1%
98464		0%		0%	1	0%		0%	1	0%	0%
98466		0%		0%	6	2%		0%	6	0%	1%
98467		0%		0%	1	0%		0%	1	0%	0%
98468		0%		0%	1	0%		0%	1	0%	0%
98469		0%		0%	1	0%		0%	1	0%	0%
98473		0%		0%	1	0%		0%	1	0%	0%
98498		0%		0%	13	5%		0%	13	1%	1%
98502		0%		0%		0%	1	0%	1	0%	0%
98512		0%		0%	1	0%		0%	1	0%	0%
98524		0%		0%	1	0%		0%	1	0%	0%
98532		0%		0%		0%	1	0%	1	0%	0%
98538		0%		0%		0%	1	0%	1	0%	0%
98558		0%		0%	2	1%		0%	2	0%	0%
98577		0%		0%	1	0%		0%	1	0%	0%
98580		0%		0%	2	1%		0%	2	0%	0%
98581		0%		0%	1	0%		0%	1	0%	0%
98584		0%		0%		0%		0%	0	0%	0%
98596		0%		0%	1	0%		0%	1	0%	0%
98597		0%		0%	1	0%		0%	1	0%	0%
98601		0%		0%	1	0%		0%	1	0%	0%
98625		0%		0%		0%	1	0%	1	0%	0%
98641		0%		0%		0%	1	0%	1	0%	0%
98642		0%		0%		0%	1	0%	1	0%	0%
98666		0%		0%		0%	1	0%	1	0%	0%
98898		0%		0%	1	0%		0%	1	0%	0%
98938		0%		0%		0%	1	0%	1	0%	0%

Following is a list of all comments received on the customer surveys, by store.

**Bellevue**

GREAT SALES FOLKS- VERY HELPFUL  
IF YOU ARE COLLECTING AND CHARGING BY SCREEN SIZE, STICK TO THAT WAY OF CHARGING.  
I GOT IN THERE AND THEY WERE DISCUSSING HOW MUCH TO CHARGE, NOT JUST MEASURING IT.  
MIKE MILLER HELPFULL  
PLEASE OFFER AGAIN  
THANK YOU!  
THANKS  
THANKS- PLEASE CONTINUE & INCLUDE VCRS - DVDS - PHONES?  
VERY GOOD PROGRAM  
YOUR STAFF WAS VERY PLEASANT AND VERY PROMPT

**Lynnwood**

APPRECIATE THE PROMPTNESS IN ASSISTING ME AND BEING KNOWLEDGEABLE ABOUT THE PRODUCT. THANKS!!  
CONTINUE TO KEEP THE PROGRAM ACTIVE. SHOULD BE EASIER TO RECYCLE COMPUTERS AND MONITORS  
DISCOUNT COUPON WILL BE USED SOON  
DO IT AGAIN  
EXCELLENT SERVICE  
EXCELLENT, FRIENDLY SERVICE  
EXTREMELY HELPFUL STAFF! GREAT IDEA!!  
GOOD DEAL!  
GOOD PROGRAM  
GOOD PROGRAM  
GOOD PROGRAM - KEEP IT GOING  
GOOD PROGRAM! KEEP UP THE GOOD WORK  
GREAT IDEA  
GREAT IDEA - KEEP IT UP!  
GREAT IDEA SHOULD HAPPEN MORE OFTEN  
GREAT IDEA!  
GREAT IDEA! KEEP UP THE GOOD WORK!  
GREAT PROGRAM! MUCH BETTER THAN PUTTING MY TV IN THE LANDFILLS.  
GREAT PROGRAM, KEEP IT UP!  
GREAT PROGRAM. IT HELPS ENVIRONMENT AND SENIORS ON FIXED INCOME  
GREAT SERVICE  
HAD TO CALL ONE EMPLOYEE FOR HELP  
I RECYCLED A 27 INCH TV AT LYNWOOD STORE AND WAS CHARGED \$25 I CALLED THE BELLEVUE STORE WHEN I  
RETURNED HOME AND WAS TOLD A 27 INCH AND BELOW COULD BE \$10.00. THE LYNWOOD STORE TOOK ME FOR  
AN EXTRA \$15.  
ITS A GOOD IDEA, CHANGING 15 OR 20 WILL CAUSE MORE PROBLEMS RE DUMPING ELECTRONIC EQUIPMENT ANYWHERE  
MAY USE COUPON BEFORE END OF TIME PERIOD - THANKS FOR THIS SERVICE!  
NICE ADDED SERVICE! THANKS,  
SURE BEATS \$120.00 ONE COMPANY WANTS TO PICK UP & RECYCLE  
THANK YOU - A GREAT SERVICE!  
THANK YOU FOR PROVIDING THIS SERVICE  
THANK YOU!  
THANK YOU!  
THANK YOU! WE CARE ABOUT OUR ENVIRONMENT  
THANK YOU.  
THANKS  
THANKS  
THANKS FOR DOING THIS!  
THANKS FOR HELPING THE ENVIRONMENT  
THANKS FOR LARRY FOR THE DELIVERY!  
THANKS! :)  
THE PERSON WHO HELPED ME TO UNLOAD MY OLD TV WAS A REAL GENTLEMAN  
THE YOUNG MAN (JEFF) WAS VERY HELPFUL & KIND.  
THIS WAS A GOOD IDEA. PLEASE CONTINUE THIS LOW COST RECYCLING PROGRAM.  
VERY CONVENIENT - HIGHLY RECOMMENDED  
VERY GOOD SERVICE  
VERY HELPFUL SALES ASSOCIATE PROVIDED INFO. ON CAMCORDERS  
VERY WORTHWHILE SERVICE TO COMMUNITY  
WAS VERY HAPPY TO HAVE A CONVENIENT OPTION

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**Puyallup**

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:)  
10% WOULD BE NICE ON ANYTHING IN THE STORE - NOT JUST TVs  
APPRECIATE THE SERVICE  
AWESOME! KEEP IT UP!  
CALLED NUMBER OF DAYS AND TIMES UNABLE TO HAVE THE PHONE ANSWERED  
COOL PROGRAM  
COULD YOU GUYS MAKE THIS AN ANNUAL EVENT. IT WOULD HELP SO MUCH, ALSO ADD OTHER ELECT. TO THAT TOO.  
EMPLOYEE HELPFUL & FRIENDLY  
EXCELLENT PROGRAM!!  
EXCELLENT SERVICE. HOPE YOU OFFER THIS RECYCLE OPPORTUNITY AGAIN IN THE FUTURE  
EXCELLENT STAFF. VERY COURTEOUS AND HELPFUL  
GOOD PROGRAM  
GOOD PROGRAM!  
GOOD PROGRAM! (TV RECYCLE)  
GOOD WORK FOR THE HOME OWNER AND ENVIRONMENT  
GREAT  
GREAT IDEA  
GREAT IDEA- THANKS  
GREAT IDEA! WILL DEFINITELY USE COUPON & CONTINUE TO SHOP HERE!  
GREAT PLAN  
GREAT PROGRAM FOR BOTH SIDES EXCEPT ON TV NO MENTION OF COST TO US!  
GREAT PROJECT!  
GREAT SERVICE, THANKS!  
I HAD PURCHASED A 55" MITSUBISHI FROM YOUR TAC STORE  
IT SEEMS TO BE A GOOD PROGRAM TO DISPOSE OF USED TVs  
LOWER PRICE FOR TV RECYCLE  
MAP ON WEBSITE  
NICE IF THIS COULD BE OFFERED MAYBE ANNUALLY. THANK YOU.  
NONE  
OFFER THE PROGRAM ANNUALLY  
RECYCLING OPPORTUNITY - YEA!  
SERVICE VERY GOOD  
SHOULD TAKE OLD TV WHEN BUYING A NEW ONE  
TERRIFIC PROGRAM!  
THANK YOU FOR OFFERING THIS SERVICE. PERHAPS CHARGE CUSTOMERS AN UPFRONT INITIAL CHARGE INSTEAD.  
THANK YOU SO MUCH  
THANK YOU!  
THANK YOU! THANK YOU!  
THANK YOU! WE HAVE BEEN SEARCHING FOR A PLACE TO GET RID OF THIS TV FOR MONTHS!  
THANKS  
THANKS SO MUCH FOR HELPING THE ENVIRONMENT!  
TV SAID \$10 ALL TVs  
VERY GOOD CONCEPT!  
VERY GOOD STORE  
WE HAVE 2 SPARE TVs. NOT BUYING SOON. THANKS!

**Tukwila**

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:)  
ALL THE STORES SHOULD OFFER THIS SERVICE SO I WOULDN'T HAVE TO DRIVE SO FAR  
DO THIS SERVICE FOR OTHER SMALL APPLIANCES  
EXCELLENT IDEA!  
EXCELLENT PROGRAM  
EXCELLENT SERVICE  
FREE WOULD BE BETTER  
GOOD INCENTIVE - SHOULD DO PERIODICALLY  
GOOD PROGRAM  
GOOD PROGRAM  
GOOD PROGRAM  
GOOD PROGRAM  
GREAT ASSISTANCE - WILL SHOP FOR OTHER NEEDS  
GREAT IDEA!  
GREAT IDEA.  
GREAT PROGRAM  
GREAT PROGRAM!  
GREAT SERVICE  
GREAT SERVICE  
GREAT SERVICE  
GREAT SERVICE FOR US OLDER PEOPLE  
GREAT, CLEAN STORE  
I APPRECIATE THE PROGRAM - IT WAS EASY  
I HOPE YOU WILL CONTINUE THIS WORTHWHILE PROGRAM  
I THINK THAT YOUR TV RECYCLING PROGRAM IS A VERY GOOD IDEA  
I THINK THIS IS A GREAT IDEA  
I WILL SHOP HERE IN THE FUTURE. THANK YOU!  
MAY USE THE DISCOUNT COUPON LATER  
MICHAEL MOTT WAS HELPFUL  
NICE  
NICE & HELPFUL PEOPLE  
OPEN EARLIER!  
PLAN TO BUY CD PLAYER FOR (?)  
REALLY APPRECIATE THIS SERVICE  
RECYCLING TVs IS A GOOD IDEA  
SEEM LIKE A VERY NICE STORE WILL USE IT AGAIN  
SHOULD MAKE IT \$5 OR CHEAPER  
SHOULD MAKE THIS REGULAR SERVICE  
SHOULD TAKE VCRS ALSO!  
THANK YOU  
THANK YOU  
THANK YOU - GREAT COMMUNITY SERVICE  
THANK YOU FOR THE CONVENIENCE!  
THANK YOU FOR THIS EXCELLENT OPPORTUNITY - ED.  
THANK YOU!  
THANK YOU!  
THANK YOU!  
THANK YOU! :)  
THANK YOU!!  
THANK YOU.  
THANKS  
THANKS  
THANKS  
THANKS FOR HAVING THIS PROGRAM. WHEN I BUY AGAIN I WILL REMEMBER YOU.  
THANKS FOR HELPING THE ENVIRONMENT WITH THIS PROGRAM  
THANKS FOR HELPING WITH THE ENVIRONMENTALLY SAFE SOLUTION TO THIS ISSUE  
THANKS FOR THE SERVICE  
THANKS GREAT PROGRAM!  
THANKS!  
THANKS!  
THANK-YOU!  
THIS IS A GOOD IDEA FOR THE ENVIRONMENT AND FOR CUSTOMERS AS WELL.  
THIS IS GREAT! THANK YOU  
VERY HELPFUL STAFF  
VERY HELPFUL STAFF!  
WILL COME HERE WHEN LOOKING FOR TV  
WILLIAM WAS VERY HELPFUL  
WOULD HAVE LIKE TO KNOW WHEN I CALLED THAT THERE WAS A FEE!