

CUSTOMER SURVEY

2025



574 bottles

For each
completed survey



8.8 / 10

Overall satisfaction
with RECALO

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For us at RECALO, partnership means listening and defining the path forward together. The results of the 2025 customer survey are an invaluable compass for this. Your feedback confirms our course of consistently combining economic advantages through cost savings with sustainable action. As a thank you for your participation and time, 574 plastic bottles were collected per completed survey in partnership with Plastic Bank. Strengthened by your trust, we look forward to setting new standards in pooling together.

- Arash Ranjbar, CEO

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Net Promoter Score (NPS)



+60,92%

- ☒ ~ +50 % excellent score
- ☒ ~ +30 % very good score
- ☒ ~ +10 % good score
- ☐ ~ 0 % neutral score
- ☐ ~ - 20 % bad score

NPS = (% promoters) – (% detractors); Possible NPS range: -100% (negative maximum) to +100% (positive maximum).

→ [VIEW THE FULL SURVEY RESULTS](#)