

G 350173

LOGAN/R

Fault Report

Customer Name: Logan	Date: 20.07.23
Customer Reference: 350173	Fitter: Scott Johnson
Salesperson: Dave	Salesperson called: Yes
Blind Type and number: Velux	
Fault Description: The Velux blind isn't working properly see images.	
Action to correct: N/A	
Problem fixed on site: No	
Further action required: I would speak to Velux before ordering a new blind as I don't think it's a fault in fabrication it may be a fault in design.	

Good Morning,

Thank you for contacting VELUX and speaking with me.

I'm sorry to hear there are concerns with a VELUX blind.

As discussed, this can happen due to transportation and packing. It normally clears over a few weeks of use.

If however there are still issues after that period, please contact us.

Kind Regards,

Michael Gilbert

* I have tried to call customer *
several times to pass on info from
Velux but no ans.