

S354966
WILSON

Fault Report

Customer Name: Wilson	Date: 31.07.23
Customer Reference: 354966	Fitter: Scott Johnson
Salesperson: Shaun Hanley	Salesperson called: No
Blind Type and number: Vision blind and Velux blind (kitchen)	
Fault Description: Vision blind has dirty fingerprints on from the fabrication Velux is creased due to blind not sitting straight on the rail. Photos attached to email	
Action to correct: N/A	
Problem fixed on site: No	
Further action required: Retake vision send photos to Velux and ask them to replace it.	

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.