

S356850  
STAPLES

## ② Fault Report

Customer Name: Staples	Date: 29.05.24
Customer Reference: 356850	Fitter: Scott Johnson
Salesperson: Shaun Hanley	Salesperson called: Yes
Blind Type and number: Fauxwoods, Liv Bay	
Fault Description: Customer not happy. Blind wont close fully. Customer is closing the blind the incorrectly.	
Action to correct: I have refitted the bay window (packed brackets down to reduce tension in the slates) as there was a dip in the ceiling causing the blind not to close Fully. I have explained to the customer to close the blinds correctly the slates should tilt into the room (customers blinds will close fully in this position) and when tilted away from the room this is for sun deflection/privacy and isn't manufactured to fully close in that direction.	
Problem fixed on site: Yes	
Further action required: Customer is still not fully happy and needs some reassurance from the office ie Phone call or email. Just to say you have reviewed my report and photos and confirm what I've done and told her is correct or if I'm wrong what she needs to do next.	
*E-mailed customer to clarify what Scott has told her.	

356850

# ① Fault Report

Customer Name: STAPLES	Date: 09-05-24
Customer Reference: 356850	Fitter: DAN
Salesperson: SHAUN	Salesperson called: Yes/No YES
Blind Type and number: 3 x FAUX WOOD VEN	
Fault Description: BLINDS DO NOT FULLY CLOSE LARGE GAP BETWEEN SLATS WHEN FULLY CLOSED X PICTURES SENT X	
Action to correct: REMAKE BLINDS ON BAT ONLY LIVING ROOM BAT	
Problem fixed on site: Yes/No    NO	
Further action required:  fitted - See fault report ② SJ.	

# Baileys

34 HIGH STREET,  
SPENNYMOOR,  
DURHAM DL16 6DB

TEL: 01388 813267 or 0191 258 5956

sales@baileys-blinds.co.uk

www.baileys-blinds.co.uk

Customer's Name **STAPLES**

Address **1, AINTREE DRIVE  
BISHOP AUCKLAND**

Post Code **DL14 6FH**

Tel. home	
Tel. work	
mobile	<b>07964 879 160</b>
email	

DATE  
MEASURED/ORDERED

**25/03/24**

Measured By:

**SHAUN HANLEY**

CURTAINS		
PLEATED		
ROLLERS		
ROMANS		
SHUTTERS		
VENETIAN		
VERTICALS		
VISION		
WOODEN		

**SPECIAL INSTRUCTIONS**

**FAUX RWR**

**CUSTOMER INFORMED  
OF GAPS ON SIDES  
OF BAY IN LIVING  
ROOM**

**FULL WIDTH ON  
FRONT OF BAY**

356850

P/CUST	
NET	
PRESS	
RADIO	
MAG.	
VAN	
RECC.	
SHOP	
TV	
YELL P	
OTHER	

Fitted By

DATE DAY AM PM

alum	anthracite	black	brown	champ-gold	chrome	silver	white	recess size	motorised	wood fix	stone fix	brackets top	brackets face
								<b>1/R</b>					

Room	Width	Drop	Slat Size	Colour	Control LH or RH	Fitting Height	Price
LIV ROOM BAY	470	1432	50	FAUX WOOD SERENE FINE GRAIN NO TAPES	STD 	2600	107 379 107
TOP BED LAND	1735	1132			STD	2500	221
B' BED	418	818			STD	2400	88
	1158	1113			STD	2500	154
							<b>£ 1056</b>
							<b>LESS 20% DISC</b>
							<b>£ 844</b>

SAFETY DEVICES SUPPLIED WITH GOODS MUST BE FITTED BY US AT THE TIME OF INSTALLATION. IF YOU REFUSE TO ALLOW A SAFETY DEVICE TO BE FITTED, THEN THE GOODS WILL NOT BE INSTALLED, AND UNDER THESE CIRCUMSTANCES YOU WILL STILL BE LIABLE TO PAY THE FULL PRICE UNDER YOUR CONTRACT. YOU ARE STILL BOUND TO ACCEPT DELIVERY OF THE GOODS AND TO PAY FOR BOTH THE FITTING AND INSTALLATION EVEN ALTHOUGH INSTALLATION HAS NOT BEEN CARRIED OUT.

I have ordered the above goods and agree to pay 50% deposit and the remaining balance on the day of fitting. If payment is not made in full at that time Baileys Blinds has the right to remove the goods until full settlement is made. Title of the goods does not pass to the customer until payment has been made in full. Declaring that there shall be no liability for normal damage occasioned by such removal.

TOTAL PRICE	£ 844
DEPOSIT	£ 422
BALANCE	£ 422

PRICE ACCEPTANCE Customer's Signature

CASH	CHEQUE	CARD	<input checked="" type="checkbox"/>
------	--------	------	-------------------------------------

**ALL BLINDS TO  
BE PAID FOR  
AT TIME OF  
FITTING**

**BBSA**  
BRITISH BLIND & SHUTTER ASSOCIATION

Registered No.: 02814869