

355815

26/07/24

FITTER NAME: FITTING DATE:

DAN.

Service call
Customer Name:

GORDON

Customer Ref:

355815

Salesperson:

Salesperson called: Yes/No

Blind Type and number:

SHUTTER (KITCHEN)

Problem fixed on site: Yes/No

Fault Description

CUSTOMER IS COMPLAINING THAT THE TOP + BOTTOM OF DOOR DOESN'T NEED TO BE AS DEEP BLOCKING LIGHT, THEY HAVE AGREED THAT THIS WAS EXPLAINED THAT THE TOP + BOTTOM OF DOOR WOULD BE THERE BUT ARE NOW SAYING I SHOULD HAVE TOLD THEM HOW BIG THAT WOULD BE! ALSO THE H/O OPENING DOOR SHOULD BE LEADING DOOR OPENING FIRST, ALSO THERE ARE 2X BATTON NOT FITTED IN LOONQU BAY, COVER STRIPS FOR PATIO DOORS NOT FITTED FOR SCREENS (ALSO ON FLOOR). NOT HAPPY THAT THEY RANG US AFTER A WEEK TO FIND OUT PROGRESS.

Action to Correct:-

I PRESUME BATTON WILL BE IN UNIT, SCREW COVER CAPS/TIMES ARE ON SITE, H/O OPENING DOOR + MIDDLE DOOR TO REPLACE.

CUST WANT'S THE BOTTOM OF MAGNETISED DOOR TO BE A LOT SMALLER I.E. ABOUT 40MM, TOLD CUST THIS IS FOR STRUCTURAL BUT THEY WON'T EXCEPT WHAT I AM SAYING.

② Fault Report

IF CAN'T ADJUST TOP + BOTTOM OF DOORS IN KITCHEN CUST SAY'S THEY FULL STOP DON'T WANT SHUTTER.

DON'T KNOW WHERE YOU GO FROM THERE AS EVERY WAS DONE RIGHT.

THEY HAVE ALSO REQUESTED CONTACT BY END OF DAY ON TUESDAY 30/9/24 EVEN IF JUST TO SAY IT'S IN HAND. THEY JUST WANT KEPT IN LOOP.

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FITTER NAME: FITTING DATE: Dan 16.07.24.

Customer Name: Aordon

Customer Ref: 355815.

Salesperson: DAIG Salesperson called: Yes/No

Blind Type and number:

Kitchen shuttee.

Problem fixed on site: Yes/No

Fault Description

Customer not happy with shutter. Says been miss sold. Also door pattern is not correct.

CUS says told would not be a gap that big its about 25mm

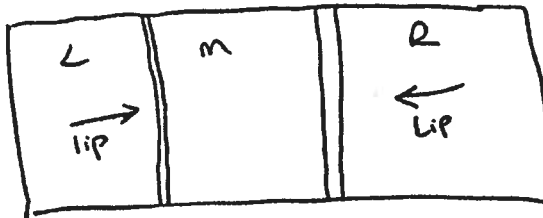
Action to Correct:-

Unsure with what to do re- missold but doors if we are going to replace should have the following

① Fault Report

- Left - ~~low~~ hinge side flat - lip on other side.
- middle - Flat both sides.
- right - hinge side flat - lip on other side

Photos added.



Balance - £481.00.

left single panned
middle + right to fold back

481

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

355815

DATE MEASURED/ORDERED
24/ 4 /24

Measured By:
DAVE

SPECIAL INSTRUCTIONS

EMAIL
MAGNETISED TOP
3 PAGES
L R R
900

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

Customer's Name GORDON
Address 32, CHILTERN GARDEN
LOBLEY HILL
Post Code NE19 5JU

CURTAINS	
PLEATED	
ROLLERS	
ROMANS	
SHUTTERS	X 2
VENETIAN	
VERTICALS	
VISION	
WOODEN	

Tel. home	
Tel. work	
mobile	07954 40875
email	

Fitted By		DATE		DAY		AM		PM	
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alum	anthracite	black	brown	champ-gold	chrome	silver	white	recess size	motorised	wood fix	stone fix	brackets top	face
								IR			✓	5105	

Room	Width	Drop	Slat Size	Colour	Control LH or RH	Fitting Height	Price
KITCHEN	1768	1270	63	COLOUR NEW DEEP SOLID WHITE BLK PLAN L50	RIGHT HAND NO CENT BREAK TILT	L R R	786.00
UTILITY	1208	982	63		625	LR	416.00

TOTAL £202.00
20% Disc Given - £240.00

16/09/24 - fitted - see fault report NA.

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 £962.00
DEPOSIT £481.00
BALANCE £481.00

PRICE ACCEPTANCE Customer's Signature
AUTM 795675 [Signature]

CASH CHEQUE CARD

ALL BLINDS TO BE PAID FOR AT TIME OF FITTING



Registered No.: 02814869

KITCHEN

TICKET 355815

GORDON

24/4/24

