

Fault Report

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| 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. | |