

S357157 -  
SWANN

# Fault Report

<b>FITTER NAME:</b> DAN	<b>FITTING DATE:</b> 30/10/24
Customer Name: SWANN	
Customer Ref: 357157	
Salesperson: SHAUN	Salesperson called: Yes/No NO
Blind Type and number: SHUTTER LIVING ROOM	
Problem fixed on site: Yes/No NO	
Fault Description  SCOTT FITTED LIVING ROOM SHUTTER AND IT IS FITTED PERFECT CUSTOMER UNHAPPY AS DOORS DO NOT OPEN FULLY FLAT TO THE WALL. THIS IS A L FRAME SHUTTER NOT Z FRAME. FITTED AS CLOSE THE EDGE OF WINDOW AS POSSIBLE DUE TO IT BEING NOT STRAIGHT.  IN MY OPINION SHUTTERS SHOULD STAY AS THEY ARE AS CUSTOMER IS ALREADY SAYING SHE WILL NEED SOME COMPENSATION FOR THE WALLS AND DECORATION AS JUSYT BEEN DONE.  SHE IS COMPARING THIS SHUTTER TO THE ONE FITTED IN KITCHEN. THIS WAS FITTED FROM HILLARYS AND THEY ARE COMPLETELY DIFFRENT DESIGNE	
Action to Correct:- SPOKE TO CUSTOMER AND SHE WANTS IT MOVED AND THEN ALSO US TO PAY FOR THE DECORATOR TO COME IN AND RE PAINT. IF WE ARE GOING TO MOVE IT I WILL NEED THE FULL MONING. IVE ALSO ADDED SOME PHOTOS TO SHOW HOW IT HAS BEEN FIT AND ITS FINE	
<p><i>*Shaun going out to customer*</i> <i>Friday 8/11</i></p>	