

ON 102440R

## ② Fault Report

Customer Name: SWANN	Date: 08-11-24
Customer Reference: 357157	Fitter: SCOTT
Salesperson: SHAUN	Salesperson called: Yes/No <input checked="" type="checkbox"/>
Blind Type and number: 1 X SHUTTER	
Fault Description: SHUTTER FIT TOO FAR BACK IN RECESS	
Action to correct: MOVE SHUTTER FORWARD AS PER INSTRUCTIONS ON ORDER FORM IN SPECIAL INSTRUCTIONS BOX. DAN HAS BEEN ON SITE AND HE SAID HE COULD MOVE SHUTTER BUT NEEDS 1/2 DAY TO DO SO.	
Problem fixed on site: Yes/No YES	
Further action required: NEW BATONS REQ'D 40 x 5 x 1712 x 2 25 x 5 x 1394 x 1 R1	

357157

# ① 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	
<p>Fault Description</p> <p>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.</p> <p>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 JUST BEEN DONE.</p> <p>SHE IS COMPARING THIS SHUTTER TO THE ONE FITTED IN KITCHEN. THIS WAS FITTED FROM HILLARYS AND THEY ARE COMPLETELY DIFFRENT DESIGNE</p>	
<p>Action to Correct:-</p> <p>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> <p>08/11/24 See fault report (2) SH.</p>	

