

357556

③ Fault Report

FITTER NAME: Scott Johnson	FITTING DATE: 07.02.25
Customer Name: Shevills	
Customer Ref: 357556	
Salesperson: Shaun	Salesperson called: Yes/No
Blind Type and number: Intu Pleated all 16.	
Problem fixed on site: Yes/No	
Fault Description: 1. Customer not happy with how the blinds lie when pushed up at the top. 2. Blind 6 snapped when being installed 3. Some of the legs on the blinds don't stay in position, Blind 3 right leg, Blind 6 left leg, Blind 10 both legs, Blind 11 right leg, Blind 12 right leg. 4. Customer not happy that the factory has just removed the centre string leaving holes down the blind.	
Action to Correct:- 1. I believe if someone was on site and adjusted the tension this could make this look a lot better but by reducing the tension this could also stop the blind from staying up. 2. Remake/restring blind(every blind is up on site as customer had guest staying and needed coverage, Shaun to collect anything from site on his visit). 3. remake/ cut legs to fit(Shaun has to go back out to see customer to discuss blinds please ask him to remeasure anything them). 4. Speak to factory/management about this.	

Shaun going back out

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