

FITTER NAME: FITTING DATE:

Customer Name: HEYLAND

Customer Ref: 358577

Salesperson: Salesperson called: Yes/No

Blind Type and number: 2 x BAYS FOR SHUTTERS

DAVE CALLED TO CUSTOMER.  
7/3/25.

Problem fixed on site: Yes/No

Fault Description

CUST SAYING SIZES ARE WRONG ON BAY BUT ON INSPECTION SIZES ARE RIGHT BUT BAY IS OUT, CUSTOMER TRYING TO SAY EACH SHUTTER FRAME SHOULD BE MADE TO FIT EACH INDIVIDUAL SIDE, EXPLAINED THAT AT POINT OFF SALE THIS WAS FULLY EXPLAINED BUT HE WASN'T THERE.

Action to Correct:-

FINISHING BATTEN TO BE ORDERED TO FINISH JOB OFF, CUST NOT AMUSED AT THEM BEING PVC. BUT INFORMED ONLY MADE FROM THEM. CUST VERY IRATE AND NEVER WRONG.

## Fault Report

CUST IN | ALSO SAYS HE DOESN'T WANT DAN BACK IN HIS HOUSE. !!

8 TIMES x 5 x 25 x 1430 + CUT ON SITE FOR SIDES OFF BAY INSIDE + OUT.

16 TIMES x 5 x 25 x 700 + CUT ON SITE FOR LH + RH SIDES TOP BOTTOM BAY.

4 TIMES x 5 x 25 x 1283 + CUT ON SITE RH BAY (2) TOP + BOTTOM IN + OUT.

4 TIMES x 5 x 25 x 860 + CUT ON SITE LH BAY (2) TOP + BOTTOM IN + OUT

CUST TOLD THIS COULD TAKE FEW MONTHS UNTIL DONE