

4558115

QUARTERMAINE

Fault Report

Customer Name: QUARTERMAINE	Date: 10/6/25
Customer Reference: 358913	Fitter: SCOTT
Salesperson: DAVE	Salesperson called: Yes/No
Order Inputting Error <input type="checkbox"/>	Mismeasure <input type="checkbox"/>
Production Error <input type="checkbox"/>	Supplier Error <input type="checkbox"/>
Fitting Error <input type="checkbox"/>	
Problem fixed on site: Yes/No	
Blind Type and number: Blout PLEATED X2.	
Fault Description: LIGHT AROUND TOP EDGES	
*E-mailed zdbj	
Action to correct: CHECKED MEASUREMENTS AND THAT IS A Blout CLOTH, ALL CORRECT, CUST SAYS SHE WAS TOLD ABOUT SMALL GAPS. AND ALL WE DID WAS RIGHT + CORRECT, BUT STILL NOT HAPPY THAT LIGHT IS COMMING THROUGH, EVEN THOUGH SHE SAYS SHE AGREED ALL WE DID WAS CORRECT SHE IS STILL ASKING FOR COMPENSATION, TOLD HER THATS NOT IN MY HANDS, NOTHING WE CAN DO	

Spoke to GRAHAM + IF WE COULD SEND A MAIL TELLING CUSTOMER THAT WE ARE UNABLE TO COMPENSATE OR DO ANYTHING, AS ALL WE DID WAS RIGHT,