

② Fault Report

Customer Name: MURISON	Date: 1/12/25.
Customer Reference: 361353	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: 3x FAUXWOODS	
<p>Fault Description:</p> <p>CUST SAYING THAT THEY SHOULD HAVE HAD FAUXWOOD WITH A GRAN IN AND WE SUPPLIED SMOOTH + PLAIN.</p>	
<p>Action to correct:</p> <p>NOTHING. SPOKE TO CUST WHO SHOWED ME ANCHOR SMOOTH AS HE PICKED AT POINT OF SALE, HE THEN AGREED THAT HIS FAULT NOT OURS, CUST HAPPY TO KEEP WHAT HE HAS.</p> <p>PLEASE EMAIL HIM TO STATE HE HAS WHAT HE ORDERED</p>	

361353

① Fault Report

Customer Name: Murison	Date: 21.11.25
Customer Reference: 361353	Fitter: Scott Johnson
Salesperson: Dave	Salesperson called: Yes/No
Order Inputting Error	Mismeasure
Production Error	Supplier Error
Fitting Error	
Problem fixed on site: Yes/No	
Blind Type and number: Rear Lounge and Kitchen, Wood venetian	
Fault Description: Rear lounge has been Fabricated incorrectly, kitchen was missing pelmet clips.	
Action to correct: Remake rear lounge with the correct drop, send some pelmet clips for the kitchen.	
01/12/25 - see fault report ② DF	

Will speak to WiFi tonight

361353

Baileys

34 HIGH STREET,
SPENNYMOOR,
DURHAM DL16 6DB
TEL: 01388 813267 or 0191 258 5956
enquiries@baileys-blinds.co.uk
www.baileys-blinds.co.uk

Customer's Name **MURISON**
Address **23 WOODLANDS**
HIGH RICKLETON
WASHINGTON Post Code **NE389HD**

Tel. home
Tel. work
mobile **07717 723274**
email

DATE MEASURED/ORDERED
21/10/25
Measured By:
DAVE

SPECIAL INSTRUCTIONS
if Ali
25mm
~~0059(A)~~
249.00
213.00
213.00
- 678.00
20% Disc 135.00
Total 540.00

P/CUST	
NET	
PRESS	
RADIO	
MAG.	
VAN	
RECC.	
SHOP	
TV	
YELL P	
OTHER	

CURTAINS	
PLEATED	
ROLLERS	
ROMANS	
SHUTTERS	
VENETIAN	X3 Fix on Ali
VERTICALS	
VISION	
WOODEN	

Fitters Req. Est. Time Special RA (separate Sheet)

alum	anthracite	black	brown	champ-gold	chrome	silver	white	recess size	motorised	wood fix	stone fix	brackets top	brackets face
								Fill			✓	✓	

Room	Width	Drop	Slat Size	Colour	Control LH or RH	Fitting Height	Price
KITCHEN	2350	995	50	Anchor NO 2375	S	2500	233.00
REAR LOUNGE	1765	1000	✓	PLINTH	S	2350	163.00
②	1750	1000	✓	✓	S	✓	163.00
TOTAL 559.00							
20% DISC 111.00							
TOTAL 448.00							
21/10/25 - fitted - see photos + fault report ST							
01/12/25 - fault report ② - DF - No further action required.							

SAFETY DEVICES SUPPLIED WITH GOODS MUST BE FITTED BY US AT THE TIME OF INSTALLATION. IF YOU REFUSE TO ALLOW A SAFETY DEVICE TO BE FITTED, THEN THE GOODS WILL NOT BE INSTALLED, AND UNDER THESE CIRCUMSTANCES YOU WILL STILL BE LIABLE TO PAY THE FULL PRICE UNDER YOUR CONTRACT. YOU ARE STILL BOUND TO ACCEPT DELIVERY OF THE GOODS AND TO PAY FOR BOTH THE FITTING AND INSTALLATION EVEN ALTHOUGH INSTALLATION HAS NOT BEEN CARRIED OUT.

It is our responsibility to supply you with goods that meet your consumer rights. If you have any concerns that we have not met our legal obligations please contact us. Unless stated, goods and installation service come with 12 month warranty. Full T's & C's on our website. I have ordered the above goods and agree to pay 50% deposit and the remaining balance when confirming fitting appointment. If payment is not made in full at that time Baileys Blinds has the right to remove the goods until full settlement is made. Title of the goods does not pass to the customer until payment has been made in full. Declaring that there shall be no liability for normal damage occasioned by such removal.

TOTAL PRICE £ 448.00
Dep Pd 24/10 Stripe DEPOSIT £ 224.00
BALANCE £ 224.00
Stripe VAT Ref No. 304 6558 14

PRICE ACCEPTANCE Customer's Signature
Go Ahead 24/10/25

ORDER BALANCE TO BE PAID FOR AT FITTING CONFIRMATION

CASH CHEQUE CARD RIB



Registered No.: 02814869