

② Fault Report

Customer Name: Binns	Date: 20.11.25
Customer Reference: 357992	Fitter: Scott Johnson
Salesperson: Shaun	Salesperson called: Yes/No
Order Inputting Error	Mismeasure
Production Error	Supplier Error
Fitting Error	
Problem fixed on site: Yes/No	
Blind Type and number: Shutter Batten.	
Fault Description: Shutter batten was damaged on site by myself when trying to cut it to fit the misshapen window/sill.	
Action to correct: Please send a new batten to be fitted by the customer as he is displeased with what happened and the wait he had from the original fit, he has also requested I do not return to his property.	

357992

① Fault Report

Customer Name: Binns	Date: 31.07.25
Customer Reference: 357992	Fitter: Scott Johnson
Salesperson: Shaun	Salesperson called: Yes/No
Order Inputting Error	Mismeasure
Production Error	Supplier Error
Fitting Error	
Problem fixed on site: Yes/No	
Blind Type and number: Shutter Rear Bedroom	
<p>Fault Description: Customer wants cover batten on bottom of shutter. (filled with caulk but customer wants a batten, customer has shutters in other rooms and cover battens have been used)</p>	
<p>Action to correct: Send one batten 1843mm x 40mm x 5mm. to be angled on site, see separate email for images.</p>	
<p>See fault report ② 20/11/25 SS</p>	

Baileys

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

Customer's Name BINNS
Address 5, GRAYSON ROAD
SPENNYMOOR
Post Code DL16 7AB

Tel. home	
Tel. work	
mobile	07837 838 458
email	

DATE MEASURED/ORDERED
03 / 04 / 25

Measured By:
SHAUN HANLEY

CURTAINS	
PLEATED	
ROLLERS	
ROMANS	
SHUTTERS	
VENETIAN	
VERTICALS	
VISION	
WOODEN	

SPECIAL INSTRUCTIONS
RWA

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

Fitted By	DATE	DAY	AM	PM

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

Room	Width	Drop	Slat Size	Colour	Control LH or RH	Fitting Height	Price
				<u>SHUTTER - BALMORAL</u>			
<u>B/BED</u>	<u>1843</u>	<u>1542</u>	<u>76</u>	<u>WINTER WHITE</u>		<u>LLRR</u>	<u>994</u>
				<u>DEEP PLAIN L60</u>		<u>LSS</u>	
				<u>H SIDES</u>		<u>DISC</u>	<u>795</u>
				<u>HIDDEN TILT</u>			<u>79</u>
				<u>HIDDEN HINGES</u>			<u>79</u>
				<u>MID RAIL CRIT</u>	<u>1115</u>		
				<u>1x TAIN 15x5x1843</u>			
							<u>953</u>
<u>31/07/25 - fitted, see fault report SJ</u>							

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.

I have ordered the above goods and agree to pay 50% deposit and the remaining balance on the day of fitting. 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 £ 953
Pd 03/04/25
c/c stripe
DEPOSIT £ 477
1/3
BALANCE £ 476
Pd 31/07/25
stripe

PRICE ACCEPTANCE Customer's Signature
[Signature]

CASH CHEQUE CARD

ALL BLINDS TO BE PAID FOR AT TIME OF FITTING

