

* CUSTOMER GOT WHAT *
THEY PAID FOR

G361015
CLARK

Fault Report

Customer Name: CLARK.	Date: 13/11/25
Customer Reference: 361015	Fitter:
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: Romms.	
Fault Description: BLINDS ONLY GO HALF WAY DOWN WINDOWS. Point Proper Drop 1180 1/2 LAND ——— 1160	
Action to correct: ON LOOKING AT ORIGINAL PAPERWORK. WHICH CUSTOMER CLAIMS HAS LOST, IT DOES STATE ALL MIN DROP AS IS FOR DRESS PURPOSES ONLY. CUST DENIES THIS IS THE CASE. DROPS ON ORIGINAL MEASUREMENTS WERE NOT TAKEN OR PAID FOR, THERE ARE OBSTRUCTIONS ON POINT + 1/2 LAND WHICH WOULD HAVE BEEN POINTED OUT, CUST ALSO SAYING NOT HAPPY WITH LINING OR QUALITY FULL STOP. NORMALLY I SAID OR COULD AUTHORISE WOULD BE ANY GOOD OTHER	

JUAN Release FILE OF CHARGES,
CUST HAS WHAT WAS ORDERED, SIGNED FOR AND
AGREED AT POINT OF SALE.

