

G 361054
MARLEY

Fault Report

FITTER NAME: Dan	FITTING DATE: 22-01-26
Customer Name: Marley	
Customer Ref: 361054 <i>SERVICE CALL</i>	
Salesperson: Dave	Salesperson called: Yes/No No
Blind Type and number: Living room back bed and front bed left wood blinds.	
Problem fixed on site: Yes/No No	
Fault Description Customer complaining that blinds are starting to bow. I have taken photos for Office. I've explained to customer that they are bowing (slightly) due to the size of The window in width and drop, and the customer not wanting the bottom bar to be sat on the window sill. I dropped the blinds completely down to the sill and they seem to be sitting correctly now	
Action to Correct:- I've told customer that the blinds need to sit on the sill as the bottom bar is there To pull the strings tight as that is where they were measured to. I've taken photos and will attach the bowing is really slight and can't really be seen on photos. Customer may ring up as was unhappy with what I said as he wants them to not sit on the sill. If that was the case he should have mentioned this at time of fitting and the Measurer could have made the drop where he wanted it	