

# THE ROMO GROUP

## Complaint Registration Form CURTAINS

### ACCOUNT INFORMATION

Account Number 57744 Company Name CP INTERIORS  
Address 28 Rue Des Pnes TRADING ESTATE  
St Saviour, Jersey, JE2 7QN  
Tel 01534 768141 Email scott@cpinteriors.je  
Retailer's Name (if not as above) \_\_\_\_\_

### CUSTOMER INFORMATION

Customer's Name MR DAVID TROY  
Address \_\_\_\_\_  
Tel \_\_\_\_\_

### FABRIC

Fabric Reference Number EX154100 Metres Purchased 9m ORLY icicle  
Invoice Number XP101966 Date job delivered 17/11/2023  
Date customer registered complaint 31/1/24  
Date inspected & by whom (name) 31/1/24 - Ben Reed (head fitter/Manager)  
Has fabric recieved any treatments (Please state) Yes  No  Treatment applied NONE  
Nature of complaint 2x Roman Blinds - Fabric not up to standard - bagging & creases / etc. (photos sent)  
Action needed to remedy complaint Credit for fabric | cost of Make up

↓ (can provide cost)

CONTINUED OVERLEAF...

ROMO

BLACK  
edition  
∞

kirkbydesign

MARK ALEXANDER

VILLA NOVA

ZINC

Please Advise: blind 1 - 1420mm blind 2 - 1420mm blind 1 - 2010mm blind 2 - 2020mm

Finished length of curtains/blinds \_\_\_\_\_ Widths of curtains/blinds \_\_\_\_\_

Lined/Interlined Banded Blo Lining Lightproof Linings Used Yes  No

If movement has occurred, please state length of curtains at present N/A

If other than curtains/blinds involved, please state N/A

Any other comments \_\_\_\_\_

Please note: When returning this completed form, where possible, please forward samples of the complaint for inspection. Should it be necessary we shall remove areas for testing to the British standard and will, of course, supply sufficient fabric to replace the removed area if necessary. Credit for agreed claims will only be issued on receipt of the removed fabric at our premises. By signing and completing this form, you confirm that the details provided are correct, and you have discussed and gained consent for The Romo Group to process your customer's personal information for complaint handling and administrative use only. The information you provide will be stored on our complaints file for a maximum of six years.

Signature [Signature] Date 30/5/24

Name (Please Print) Scott RUDERHAM

Please return your completed form to customer.services@romo.com