

Fault Report

FITTER NAME: DAVID + GRENNE	FITTING DATE: 9-10-25
Customer Name: WEIR	
Customer Ref: 7863	
Salesperson: RONNIE	Salesperson called: Yes/No <input checked="" type="radio"/>
Blind Type and number: 3x VELUX BLINDS	
Problem fixed on site: Yes/No <input checked="" type="radio"/>	
Fault Description VELUX FORCED US TO GO TO THE CUSTOMERS HOUSE TO DO A VIDEO CALL AS THEY WOULD NOT REPLACE THE BLINDS UNLESS THIS. WENT TO THE CUSTOMERS HOUSE AND CALLED THEM. THEY ARE GOING TO SEND 3 NEW BLINDS. DIDNT EVEN DO THE VIDEO CALL.	
Action to Correct:- REPLACE 3x VELUX. 2 MAN WITH TALL LADDERS.	

UC 1863
Weir / R.

Fault Report

COLLECT

Customer Name: Weir	Date: 4/9/25 8/9/25
Customer Reference: 7863 Weir	Fitter: DAVID FITTED 4/9/25
Salesperson: RONNIE	Salesperson called: Yes/No
Order Inputting Error <input type="checkbox"/>	Mismeasure <input type="checkbox"/>
Production Error <input type="checkbox"/>	Supplier Error <input checked="" type="checkbox"/>
Fitting Error <input type="checkbox"/>	
Problem fixed on site: Yes/No	
Blind Type and number: VELUX 1, 2 AND 3	
Fault Description: Blind 1 DAMAGED Blind 2 DAMAGE AT SIDE Blind 3 " " "	
Action to correct: Report to VELUX, VIDEO + PICTURE TAKEN	

