

Fault Report

Customer Name: <u>Lawnie</u>	Date: <u>16/06/23</u>
Customer Reference: <u>21402</u>	Fitter: <u>ROSS</u>
Salesperson: <u>Graceme</u>	Salesperson called: Yes <input checked="" type="radio"/> No <input type="radio"/>
Blind Type and number: <u>All 3, Pfit Roller</u>	
Fault Description: <u>3x Pfit roller fitted - keeps springing up - had 2x times still same</u>	
Action to correct: <u>change to chain operation</u>	
Problem fixed on site: Yes <input checked="" type="radio"/> No <input type="radio"/>	
Further action required: <u>yes re order</u>	

Sales

From: jane lawrie <janelawrie41@live.co.uk>
Sent: 16 June 2023 10:08
To: Sales
Subject: Faulty blinds

Hi, this is Mrs Jane Lawrie from 3 Springbank in Peterhead. You refitted my blinds on 12th June after them being "repaired". I pulled them down to close exactly as shown by Ross and they are still sliding back up again.

I am really disappointed with these blinds and would prefer to have another style of blind from you or a full refund. I have always used them exactly as intended and insinuating that I don't is really not going down well.

Can you please visit me to either arrange a different style of blind or refund me so I can get a blind elsewhere that actually does what it's supposed to do?

Sent from my iPad