From: Pat Johnson
To: Customer Support // Perfect Shutters
Subject: Complaint and Refund
Date: 28 March 2022 16:24:49

To whom it may concern

I would like to register a complaint about the quality of service I have recently received from your company, by no means has my experience been perfect!

From the start the fitting of the blinds was unprofessional and extremely poor coupled with the lack of customer service in terms of communication and follow up courtesy calls. I feel there has been a catalogue of mistakes and errors, poor quality and inexperienced fitters all
at a full cost price to the customer.

Initially, my blinds where poorly fitted, the pelmets did not fit. The tension rods on the main bedroom blind where not working and the cord on the down stairs blind missing.

Following a series of telephone calls and an email to customer service I have eventually had the blinds re-fitted again to a satisfactory condition. I expected a follow up courtesy call from customer service which I still haven't received apart from a call to update me with the new order for pelmets!

All in all I feel not only should you consider my complaint but that I should be financially compensated for the massive inconvenience and trauma of the whole experience, which is still ongoing!!

Looking forward to your response

Regards

Mrs Johnson

Sent from my iPhone