

Fault Report

Customer Name: <u>HASTINGS</u>	Date: <u>14-11-25</u>
Customer Reference: <u>SB 7917</u>	Fitter: <u>DAVID</u>
Salesperson: <u>RONNIE</u>	Salesperson called: Yes/ No
Order Inputting Error <input type="checkbox"/>	Mismeasure <input type="checkbox"/>
Production Error <input type="checkbox"/>	Supplier Error <input type="checkbox"/>
Fitting Error <input type="checkbox"/>	
Problem fixed on site: Yes/No	
Blind Type and number: <u>BOTH BEDROOM INTO ROLLERS</u> <u>BATH INTO ROLLER</u> <u>ROLLERS FOR KITCHEN & BEDROOM</u>	
Fault Description: CUSTOMER HAS SAID THEY ARE NOT HAPPY WITH THE BLINDS AS THEY THOUGHT THE ROLLERS CAME WITH CASSETTES. THEY ALSO THINK THE BED INTO WERE MESSSED BECAUSE THEY STICK TO THE WINDOWS DUE TO CONDENSATION. THEY ALSO SAY THAT THE BATH INTO HAS A SMELL AND DON'T WANT IT IN THE HOUSE.	
Action to correct: I TOLD THEM THE CASSETTES ARE EXTRAS AND WOULD COST MORE. TOLD THEM I CANT DO ANYTHING WITH THE CONDENSATION ON THE WINDOWS AND ALSO THAT I CANT SMELL ANYTHING FROM THE BLINDS ALTHOUGH THERE WAS A SMELL IN THE BATH THAT THEY SAY IS FROM THE BLINDS.	

CUSTOMER ASKED ME TO REPORT THIS.

ORDER TOTAL = £1450.00
DEP PD = 23/10/25