

SERVICE\INSPECTION REPORT

Purchase Order no:	900425	Branch:	NATUZZI INHAUS
SLA Name:	NATUZZI INHAUS	Client Name:	NATUZZI INHAUS
Client Ref No:	900425	Report Date:	12/11/2015
Appointment Date:	12/11/2015	Job:	Supp Parts & Cost Effective Rep
Tech Shipping Code:	6000003046		

Customer Details

Name:	Mr Williams	Tel Day:	07970889674
Address 1:	2	Tel Eve:	01527 524093
Address 2:	Farlow Close	Mobile:	
Address 3:			
Postcode:	B98 0LR		

Product Details

Model:	Other Model	Item:	Chair Recliner Electric
Cover:	Other	Colour:	Other
Batch No:			

Complaint Details

Problem:	Other
Cause:	Other
Location:	Other

Authorised Action: Supp Parts & Cost Effective Rep

Description of Problem:

The 3 units for the large sofa have gaps between the seat and isb cushions. The units are all hooked together correctly, there is no way to adjust them, they are as they should be, this is the way they have been cut, sewn and upholstered.

Responsibility:	Attempted:	No	Customer satisfied:	No
Resolved as requested:	No	Operator Opinion of Cause:	Manufacturing Fault	

Best Recommendation:

The customer said she is not happy , the one in the store was perfect and nothing like the one she has received, she added she does not want any repairs and will not except any.

Customer Comments:

Uploaded Digital Images for Job



Cost

Visit Charge:	£65.00	Ref / Auth by:	
Labour Cost:	£0.00 (or 0 units)	Total sum for Job:	£ 65.00
Additional Costs:	£0.00		

Additional Visit Charges

Estimated additional labour:	
Total cost of parts:	
Second Visit Charge:	

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