



Warranty Claim Detail

R.O. Number **72504A**
 Job **2**

| COMPLAINT INFORMATION | |
|-----------------------|------------------------------------|
| Flat Rate Code | 3225 |
| Description | Manual Shades-Newmar |
| Occurrences | 1 |
| Requested Hours | .43 |
| Authorized Hours | .43 |
| Fault Code | 28-Misaligned |
| Vendor Responsible | 89996-NEWMAR WORKMANSHIP Hours:.00 |

| GENERAL INFORMATION | |
|---------------------|----------------|
| Status | Paid |
| Date In | 10/15/2025 |
| Submit Date | 12/23/2025 |
| Authorization | No 12/23/2025 |
| Work Complete | Yes 01/29/2026 |
| Payment | Yes 02/10/2026 |

| CUSTOMER COMPLAINT |
|--|
| COMMENT ENTERED ON 12/23/2025 AT 03:01 PM BY DEALER Customer states in the master bedroom, when standing at the foot of the bed, the right side shade will fall |
| AUTHORIZATION NOTES |
| COMMENT ENTERED ON 12/23/2025 AT 3:06:27 PM BY ALDUNNING PICTURES FROM CASE 01052030 |
| DEALER CORRECTION |
| COMMENT ENTERED ON 12/23/2025 AT 03:01 PM BY DEALER Retainer brackets were set too far apart causing the bracket to hit the hardware on the ends of the shade track. Removed window treatment, remove shade, remove brackets. Repositioned brackets to proper location that allows proper fit. Reinstalled all components and tested shade. |

| TOTALS | Requested | Authorized |
|-------------------|--------------|--------------|
| Labor | 79.55 | 79.55 |
| Sublet | .00 | .00 |
| Parts | .00 | .00 |
| Freight | .00 | .00 |
| Adjustments | .00 | .00 |
| TOTAL | 79.55 | 79.55 |
| TOTAL PAID | | 79.55 |

