

## MANAGING CUSTOMER EXPECTATIONS

*It is important that the end user has realistic expectations of an Outdoor Blind capability. There are some key points we recommend addressing at different stages of the sales process:*

<b>Responsibility</b>			<b><i>Clarification</i></b>
Sales	Check Measure	Install	
√	–	–	1) Fabric will be "loose" when partway down (the smiley face).
√	–	√	2) When lowering motorised blinds in wind, you may have to help it down.
√	√	–	3) The blind is mounted level, it won't "seal" unless the floor is level.
–	–	√	4) The bottom bar won't always go up dead level.
Maybe	–	√	5) Wrinkles will drop out after half an hour in the sun (and reappear the next time the blind is rolled up and lowered.)
–	–	√	6) Wrinkles are more pronounced in cold weather.

*If you have tried all the above and you still can't get the blind to operate at an acceptable standard – each job is supplied with a cutting sheet (Ozroll also keeps a copy on file) and you can check to ensure the box, bottom bar and skin are all supplied with the correct measurements to fit a fully operation blind under normal circumstances. If there are any queries in relation to this, you can contact your Ozroll representative for further information.*