Aftercare analysis — tile shade

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Fictional document

> **Fictional document — demonstration example**
> This document is produced by the Blue Lemon Agent website to illustrate what an AI agent hands to its users. The companies, matters, amounts and people in it are invented. It has no legal, accounting or commercial value.

> **Fictional document**, produced for demonstration. **This note does not say what to do.** It separates two questions the client's complaint mixes together: what good practice requires, and what the contractor promised.

1 · What the contract provides

Point	What the lot 8 specification, cl. 4.2, says
Shade variation between production batches	Allowed, within the tolerances of the applicable technical document
Setting out	Must spread the variation, not concentrate it
Inspection	Assessed in daylight, at normal viewing distance

> **These three lines are taken from the specification, not from the technical document itself.** The specification refers to a standard the contractor does not hold — **the exact reference is to be confirmed by the engineering office before**

> **any written reply to the client.** A text quoted without having been read is worth no more than an invented one.

2 · What the contractor promised

Document	Phrase	Origin
Signed quotation of 04/11/2025, cl. 3	"**uniform shade throughout**"	**Contractor's quotation template, 2019**

> **That phrase does not come from the technical document: it comes from your own quotation.** It promises more than good practice requires. That is the point that decides, and it is more favourable to the client than the standard is.

3 · What the handover photographs show

Room	Variation observed	Matches the expected setting out?
Living room	Spread	Yes
Kitchen	Spread	Yes
Bedroom 2	**Concentrated in one area**	**No**
Hallway	Spread	Yes

One room in four shows the concentration the technical document asks you to avoid. That is the only grievance that holds on the standard's own ground — and it covers 12 m², not the whole job.

4 · Three costed options

Option	Cost	Duration	What it deals with
Redo everything	€11,400	6 days	The client's demand

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Option	Cost	Duration	What it deals with
Redo bedroom 2	**€3,200**	2 days	**The technical grievance**
Goodwill gesture, no rework	To be set	—	Nothing, technically

Decision: ☐ redo everything · ☐ redo bedroom 2 · ☐ gesture of ..... € · ☐ other: .....

What decides is not in this document: this client's history, the contracts he is preparing, what the relationship is worth. None of that is in the agent's data, and it does not invent it.

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