

RE: Broken Rail

From Sales <sales@aberdeen-blinds.co.uk>

Date Mon 2026-04-13 11:39

To Shannon Dunne <shannonkdunne@hotmail.com>

Good Morning,

Apologies for the delay in response.

I am just emailing to give you an update regarding your curtains and broken rail. I have forwarded this matter to our head office to investigate this issue, and we aim to have a solution for you as soon as we can.

We do apologise for the inconvenience that this has caused, and completely understand your concerns. We aim to have a solution for you soon, and if you have any further queries regarding your order, please do not hesitate to get in touch.

Once I have an update for your regarding your curtains, I will be in touch.

Apologies once again.

Kind Regards

Eva

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-----Original Message-----

From: Shannon Dunne <shannonkdunne@hotmail.com>

Sent: 09 April 2026 16:37

To: Sales <sales@aberdeen-blinds.co.uk>

Subject: Broken Rail

Hello there,

I had my curtains and blinds fitted today, the 2 gentlemen that came were lovely. He explained to me there is a type of fitting that keeps getting ordered which means the rail at the top of curtains is faulty. (The blinds in the kitchen are fine/working) Which now means I have a beautiful set of curtains that do not close. He was very soft spoken and said it would maybe mean that the rail would need to be replaced. I was not completely sure if that meant I needed to email/get in contact or he would this, as I can assume he will be busy.

I don't find it that acceptable that it doesn't close and I certainly took it as faulty items being ordered rather than the fitting of them. This was my concern from the start of paying the invoice upfront and something going wrong and no real policy/assurance surrounding that.

I hope to hear back at the earliest possible opportunity, and something gets sorted as soon as possible. £800 is a lot of money for myself to not have a job completed correctly first time.

Reminder is my name is Shannon Dunne
And the job was carried out at 4 Mile End place ab15 5pz, today.

Thank you

Shannon Dunne
Sent from my iPhone