

Re: [CASE:60171] FW: SO8808 Tom Illing warped shutter. SCED31316

Office <Office@cpinteriors.je>

Thu 4/16/2020 1:31 PM

To: Ellie Greenwood <egreenwood@s-craft.co.uk>; Accounts <Accounts@cpinteriors.je>

Good afternoon Ellie.

I trust you are well and still working from home.

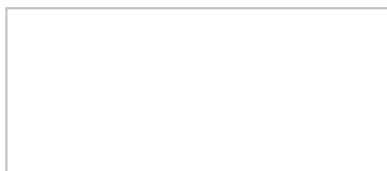
Have you had any feed back from your manager regarding the video I sent you? I am getting pressure on my side to have this resumed as some time as passed when Carmen first brought it up. I know you mentioned I had only sent you the one video, but that is all I have at hand.

Hope to hear from you soon.

Kind regards

Chantall

Chantall Eksteen
Customer Care Executive
office@cpinteriors.je



Tel: (01534) 768141 www.cpinteriors.je
Rue Des Pres Trading Estate, St Saviour, Jersey, JE2 7QP

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From: Office <Office@cpinteriors.je>
Sent: Tuesday, March 31, 2020 2:44 PM
To: 'Ellie Greenwood' <egreenwood@s-craft.co.uk>
Cc: Accounts <Accounts@cpinteriors.je>
Subject: RE: [CASE:60171] FW: SO8808 Tom Illing warped shutter. SCED31316

Hi Ellie,

I trust you are well.

Have you had any feedback from your manager yet regarding the new video I sent you?

We will be closed due to lock down for the Coronavirus as from tomorrow, 1st April. I will be checking my mails from home should you have any news for me.

Kind regards

Chantall

Chantall Eksteen
Customer Care Executive
office@cpinteriors.je



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From: Ellie Greenwood <egreenwood@s-craft.co.uk>
Sent: Friday, 27 March 2020 19:11
To: Office <Office@cpinteriors.je>
Subject: Re: [CASE:60171] FW: SO8808 Tom Illing warped shutter. SCED31316

Hi Chantall,

Thank you for sending through.

This is a different video, however the video shows one panel but the EDR was for 2 warped panels, so I am unsure what can be done at this time.

I will refer to my manager on Monday and advise.
Kind regards

Ellie Greenwood
Customer Support Executive

Tel: 01962 794530

From: egreenwood@s-craft.co.uk
Date: 27/03/2020 07:06pm
To: support@s-craft.co.uk
Subject: [CASE:60171] FW: SO8808 Tom Illing warped shutter.

From: Office <Office@cpinteriors.je>
Sent: 27 March 2020 14:09
To: Ellie Greenwood <EGreenwood@s-craft.co.uk>
Subject: FW: SO8808 Tom Illing warped shutter. SCED31316
Hi Ellie.

Thank you for your time on the phone.
Attached is the video of Mr Illing's shutter, please let me know if this video is the same or better than the one you have on record.

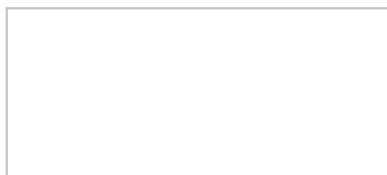
Kind regards

Chantall

Chantall Eksteen

Customer Care Executive

office@cpinteriors.je



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From: chantall eksteen <chantalleksteen@gmail.com>
Sent: Friday, 27 March 2020 13:21
To: Office <Office@cpinteriors.je>
Subject: Tom Illing warped shutter.

Sent from my iPhone



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PRIDE

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