

Re: EDR UPDATE SCED33241

Justin Allen <JAllen@s-craft.co.uk>

Thu 5/14/2020 9:24 AM

To: Adrian Colston-Weeks <Adrian@cpinteriors.je>

Cc: Support <Support@s-craft.co.uk>; Info <Info@cpinteriors.je>; Leeana Taft <Leeana@cpinteriors.je>; Office <Office@cpinteriors.je>; Ben Reed <Ben@cpinteriors.je>; Accounts <Accounts@cpinteriors.je>

Hi Amy

Please process and we will inspect when we next visit. Post restrictions being lifted.

Adrian can the product be stored until this can happen pls

Thanks

Justin Allen
Chief Operating Officer

Tel: [01962 794 530](tel:01962794530)

Mob: [07920 562 937](tel:07920562937)

On 14 May 2020, at 10:19, Adrian Colston-Weeks <Adrian@cpinteriors.je> wrote:

Hi Please process EDR. And please tell me what more information is required
Happy for you to collect , but not very economically viable from your perspective,

We can supply what ever evidence is required

Many thanks

Adrian

Get [Outlook for iOS](#)

From: Support <Support@s-craft.co.uk>

Sent: Thursday, May 14, 2020 8:17:11 AM

To: Info <Info@cpinteriors.je>; Adrian Colston-Weeks <Adrian@cpinteriors.je>;
Leeana Taft <Leeana@cpinteriors.je>; Office <Office@cpinteriors.je>

Subject: EDR UPDATE SCED33241

Dear Adrian

Please accept our apologies but the factory has come back to us with regards to
your EDR claim for Mr Tom Illing/SO8808/CP Interiors.

The information provided was not enough to confirm the claim, so we will have to

amend this EDR to a charge. In order to receive a credit for this charge you will need to make sure all items replaced are made available for collection within 3 months of the date of this email. We will send you a reminder email once this EDR is delivered reminding you we need to collect. Once replaced if you can contact us to confirm goods are available for us to arrange collection. Once they are received back at S:CRAFT we can inspect the fault, confirm back to the factory and issue a credit on your account. Please note that we will not be able to issue a credit if the goods are returned out of the 3 month window stated above, no fault is found, or we find the fault is not an S:CRAFT issue.

Thank you for your help and understanding on this matter.

Kind regards,

Customer Services Team

t. +44 (0)1962 794530

<120051408171501385.png>

S:CRAFT, Newdown Farm, Micheldever, Winchester, Hampshire, SO21 3BT
Tel: +44 (0) 1962 794 530, Website: www.s-craft.co.uk

S:CRAFT is the trading name of Shuttercraft Ltd registered in England. Company Reg: 4495750.
Registered Office Address as stated above. VAT number: GB 800 4677 51.

This message is for the named recipient only. If you are not the named recipient, or responsible for delivering the message to the named recipient, you must not disclose, distribute, forward, copy, store or use this e-mail or its attachments in any form. If you have received this communication in error, please accept our apologies and promptly inform the sender by e-mail or by telephoning us at 01962 794 530. Please also immediately delete this message and any attachments from your systems. Whilst we have used reasonable efforts to check this e-mail and its attachments for viruses before sending, it is the addressee's responsibility to ensure they are actually virus free when received.