

From: Conor Byrne <cb@shy.co.uk>
Sent: Tuesday, 13 October 2020 11:33
To: Office
Cc: Richard Steel
Subject: Roof blind - SO8986 - ROBINSON

Follow Up Flag:
Flag Status:

Follow up
Completed

Hi Maud

As per our conversation on the phone below is an overview of what was discussed:

- We believe the inner rails have shrunk due to overheating in the very hot summer we had this year coming into the colder weather now.
- We will provide a fix by heat treating a new set of inners and E sections here and sending them to you to replace on site.
- I will raise the parts order for this today and will confirm an exact dispatch date as soon as I know but I cant imagine this being any longer than 2 weeks.

If you have any further questions or need any help at all just let me know.

Kind regards

Conor Byrne
Sales Administrator



cb@shy.co.uk
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(Registered in England: 03265758)

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Maud Zimmer

From:

Sent:

To:

Subject:

Attachments:

Office
Tuesday, 6 October 2020 16:59
info@shy.co.uk
Roof blind - SO8986 - ROBINSON
Tony Robinson - SO9663 - photo.jpeg; Tony Robinson - SO9663 - video.mp4

Good afternoon,

I am contacting you in regards roof blinds that were installed in December 2019.

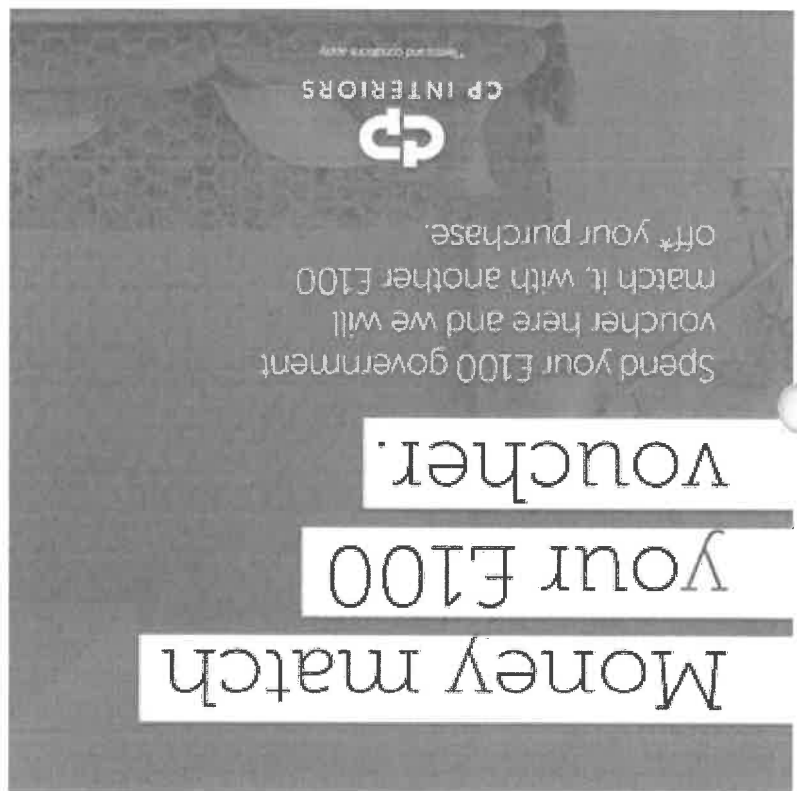
The zip keeps coming out of the side channel. Acting like the fabric shrank, see picture on video attached.

Could you please advise?

Thanks a lot.

"You may be interested to our Money Match promotion, please follow this link for full terms and conditions"

<https://www.cpinteriors.ie/money-match-with-cp-interiors/>



Kind regards

Maud

Maud Zimmer



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 Herts
 SG6 1BE
 Phone: 01462 455 400
 Fax: 01462 437 600
 E-mail: info@shy.co.uk

Delivery Note

| |
|----------------------------------|
| Comments |
| Plastics have been heat treated. |

Del. note No. : 202010088
 Del. note Date : 27 Oct, 2020
 Your Order No :
 Our Order No : CP1-2198/8984
 Order Date : 25 Oct, 2020
 Goods sent by :
 C P Interiors
 Rue des Pres Trading Estate
 St. Savour
 JERSEY
 Channel Islands
 JE2 7QN

1 package

Phone: 01534 768141
 Fax : 01534 768628
 Attention: Jacqueline Jepson
 From: Conor Byrne

| SHY Part No. | Description | Colour | Unit | Size A (Width) | Size B (Length) | Qty |
|---------------------|--|--------|-----------------|----------------|-----------------|-----|
| A-522-033-0-9010 | 33 Inner Rail White | | 0 | 2.85 | 2 | |
| A-541-033-0-9010 | Offset E section White | | 0 | 2.85 | 4 | |
| A-71-4 x 11 x 60-8K | Large Spring Cushion (240 per sheet) Black | | Per Unit (each) | 0 | 0 | 32 |

Please return this copy to SHY (UK) after signing:

Signature _____ Company Name _____
 Reg. No. _____ Date _____
 Time _____

21/11/20

12 Timber

arrived 31-10-20