

Re: Awning fabric too short

Office <Office@cpinteriors.je>

Wed 5/13/2020 9:24 AM

To: Torbay Blinds - Michelle <michelle@torbayblinds.co.uk>

Good morning Maria,

Thank you for getting back to me.

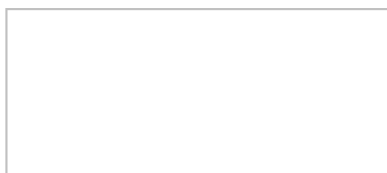
We are all in the same situation during these testing times.

Could you kindly keep me updated with this order as it goes through the process, I can then inform the client as we go along.

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: Torbay Blinds - Michelle <michelle@torbayblinds.co.uk>
Sent: Tuesday, May 12, 2020 2:39 PM
To: Office <Office@cpinteriors.je>
Subject: RE: Awning fabric too short

Hi Chantelle,

Michelle is still furloughed so I am monitoring all the emails.

I have raised the necessary paperwork this end to replace the cover, however we are not fully open for production at present, having returned with a greatly reduced workforce and a backlog of orders. Obviously this means that our lead times are slightly longer than usual.

To add to this, Hunter Douglas fabrics have not been available during the lockdown period although I understand that they are now open in a reduced capacity. This means that their lead times are also slower than usual. Please bear with us whilst we try to bring service back up to speed.

Kind regards

Maria

Torbay Blinds Ltd

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Torquay
TQ2 7QL

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Company Registration No: 2497771

From: Office [mailto:Office@cpinteriors.je]
Sent: 12 May 2020 09:25
To: Torbay Blinds - Michelle <michelle@torbayblinds.co.uk>
Subject: Awning fabric too short

Good morning Michelle,

I trust you and your team are all well.

I have attached some photos of a clients fabrics order that has come in too short.

The width for 1 x of the fabrics should have been 3060cm and came back as 3010cm.
Could we please have this rectified?

Order detail are :
Mass Development Sharon Bourne
SO9165
Your ref: 33571
Fabric: Dicklon Fabric - Gris 6088

Kind regards

Chantall

Chantall Eksteen
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