

From: [Accounts](#)
To: [Carol Hetherington](#)
Cc: [Accounts](#)
Subject: RE: SO9503 - outstanding payment
Date: 16 November 2020 15:03:17

Hello Carol

I'm sorry if there's any confusion caused with your invoice. This was a reminder for the work on those fitted in the back bedroom which, I believe was completed in September.

I am aware of the issues with the shutters in your living/bedroom, which I understand the manufacturers are working to resolve, of course at no cost to yourself.

As a gesture of goodwill, I'll with-hold the invoice for your completed work until these louvres have been replaced for you.

Any queries at all, do please get in touch.

With thanks & kind regards

Jacqui

Associate Director
jacqui@cpinteriors.je

Accounts: accounts@cpinteriors.je **Sales:** sales@cpinteriors.je or home@cpinteriors.je or admin@cpinteriors.je **After Sales:** office@cpinteriors.je

From: Carol Hetherington <carol_hetherington@hotmail.co.uk>
Sent: 13 November 2020 15:50
To: Accounts <Accounts@cpinteriors.je>
Subject: Re: SO9503 - outstanding payment

I know there is an outstanding payment as I have outstanding issues with 2 of the shutters, once these have been fixed I will settle the bill. Mabel is aware of the situation.

Regards

Carol

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From: accounts@cpinteriors.je <accounts@cpinteriors.je> on behalf of J <accounts@cpinteriors.je>
Sent: Friday, November 13, 2020 10:24:11 AM
To: carol_hetherington@hotmail.co.uk <carol_hetherington@hotmail.co.uk>
Subject: SO9503 - outstanding payment

Dear Carol

I see from our records that the attached invoice is still outstanding. If you have any queries at all, please do get in touch.

Failing this, I'll look forward to receiving payment within the next 7 days.

kind regards

The Accounts Team

accounts@cpinteriors.je