


From: [Leeana Taft](mailto:Leeana.Taft@cpinteriors.je)
To: [Jacqui Jepson](mailto:Jacqui.Jepson@cpinteriors.je)
Cc: [Office](mailto:Office@cpinteriors.je)
Subject: RE: CP Interiors Invoice - SO9677/ Mr T Couillard
Date: 25 August 2020 12:09:13
Attachments: [image003.png](#)
[image005.png](#)

FYI - The email to Luxaflex was to ensure they didn't charge us for the remake, not that we will get extra discount for the client, they never give that sadly.

That said it can be easier to tell the client that the discount came from the supplier as if from us they are more likely to bargain and also it shows supplier responsible ie not our fault. So please can you tell them that by way of apology from the supplier for the inconvenience and delay we will credit them £75 discount.

Thanks Jacqui



Leeana Taft
Director



Tel: (01534) 768141

www.cpinteriors.je

Rue des Pres Trading Estate, St Saviour, Jersey, JE2 7QN

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From: Office <Office@cpinteriors.je>
Sent: 18 August 2020 11:47
To: Leeana Taft <Leeana@cpinteriors.je>
Subject: FW: CP Interiors Invoice - SO9677/ Mr T Couillard

Hi Leeana,

I can see an email from you to Luxaflex asking for a discount. Do you have any update on this?

Thanks.

Kind regards



Maud Zimmer

After Sales Customer Care



Tel: (01534) 768141 www.cpinteriors.je
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From: Accounts <Accounts@cpinteriors.je>
Sent: Monday, 17 August 2020 15:14
To: Trevor Couillard <trevor.couillard@yahoo.co.uk>
Cc: Accounts <Accounts@cpinteriors.je>; Office <Office@cpinteriors.je>
Subject: RE: CP Interiors Invoice - SO9677/ Mr T Couillard

Dear Mr Couillard

Thank you again for your email which has now been escalated to supplier level. We hope to be in touch as soon as we've had a response and in a position to pass on a discount to you.

Thank you again for your patience.

Kind regards

Jacqui

Associate Director
jacqui@cpinteriors.je

From: Trevor Couillard <trevor.couillard@yahoo.co.uk>
Sent: 06 August 2020 17:24
To: Accounts <Accounts@cpinteriors.je>
Subject: Re: CP Interiors Invoice - SO9677/ Mr T Couillard

Hi Jacqui

When I spoke to a lady from the shop recently, sorry don't know her name, regarding the kitchen blind, she suggested to me that you were going to ask for a discount from the firm where it came from because twice they sent the wrong blind down, once before lock down and again when lockdown was over, plus we have only just received the remote, which was sent wrong the first time too.

Look forward to hearing from you.

Regards
Trevor

Sent from my iPhone

On 6 Aug 2020, at 11:45, J <accounts@cpinteriors.je> wrote:

Dear Mr Couillard

Following our recent installation, please find attached invoice for your review.

Settlement of this outstanding amount, within 7 days would be greatly appreciated.

With thanks & kind regards

Jacqui

Jacqueline Jepson

Associate Director

jacqui@cpinteriors.je

Tel: (01534) 768141 www.cpinteriors.je

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<Couillard Trevor - COUI1001.pdf>