

TROPICAL

So 9719 2 make
Innovate

12 Box
arrived 15-11-21

RECEIVED

15 NOV 2021

SCANNED

Under warranty

Jacqui

- do not pay

Scotty

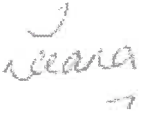
X

Scott Ruderham

From: Leeana Taft
Sent: Tuesday, 9 November 2021 15:30
To: Emily Robinson
Cc: Office
Subject: RE: SO9719 Warranty - Re Order Venetian Blind - BEDROOM 1

Thank you, how long would you expect this to take? It is bedroom so client on "view"

Thank s



Leeana Taft
Director



Tel: (01534) 768141 www.cpinteriors.je
Rue des Pres Trading Estate, St Saviour, Jersey, JE2 7QN

Blinds | Curtains | Awnings | Shutters | Furnishings | Interior Design | Project Management

From: Emily Robinson <Emilyr@Tropicalblindsltd.co.uk>
Sent: 09 November 2021 15:14
To: Leeana Taft <Leeana@cpinteriors.je>
Subject: RE: SO9719 Warranty - Re Order Venetian Blind - BEDROOM 1

Hello,

I have arranged a remake.

Kind regards

Emily Robinson

Customer Services Advisor



Tropical Blinds Limited
Units 6 & 7 Five Arches Business Estate
off Maidstone Road
Sidcup
Kent
DA14 5AE

Tel: 020 8269 6400
Fax: 020 8269 6401

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Registered Office: Units 6 & 7 Five Arches Business Estate, off Maidstone Road, Sidcup, Kent DA14 5AE

From: Leeana Taft <Leeana@cpinteriors.je>
Sent: 09 November 2021 14:31
To: Emily Robinson <Emilyr@TropicalblindsLtd.co.uk>
Cc: Office <Office@cpinteriors.je>
Subject: RE: SO9719 Warranty - Re Order Venetian Blind - BEDROOM 1

Hi Emily,

This isn't damage in transit, it has been fitted some time and has broken during normal use. The blind slats are very heavy and clearly too heavy for the plastic headrail to take the weight of. You had to replace others at the same install for the same reason, if you look up your notes you will see how it was resolved last time.

Many thanks



Leeana Taft
Director



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From: Office <Office@cpinteriors.je>
Sent: 09 November 2021 14:00
To: Leeana Taft <Leeana@cpinteriors.je>
Subject: RE: SO9719 Warranty - Re Order Venetian Blind - BEDROOM 1

Hi Leeana,

I have been advised its not under warranty.

What shall I do? Customer has been told under warranty
Scott

<Emilyr@TropicalblindsLtd.co.uk>

Sent: Tuesday, 9 November 2021 13:49

To: Office <Office@cpinteriors.ie>

Subject: FW: SO9719 Warranty - Re Order Venetian Blind - BEDROOM 1

Good Afternoon,

Regarding the email below, I can see this is from March. If this is damaged then it isn't within our damage in transit warranty.

Kind regards

Emily Robinson

Customer Services Advisor



Tropical Blinds Limited
Units 6 & 7 Five Arches Business Estate
off Maidstone Road
Sidcup
Kent
DA14 5AE

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From: Office <Office@cpinteriors.je>

Sent: 09 November 2021 13:32

To: Order <Order@TropicalblindsLtd.co.uk>

Subject: FW: SO9719 Warranty - Re Order Venetian Blind - BEDROOM 1

Good Afternoon,

Can I please order a replacement for the below Wooden venetian blind for SO9719

Original invoice details below with photos of damage.

The headrail was not strong enough to support the blind.

Can you please send one to us under warranty and advise time frame?

Many Thanks

Scott

Tropical Blinds Ltd

Unit 6 and 7 Five Arches Business Est
off Maidstone Road
Sidcup
Kent DA14 5AE
T: 020 8269 6400
F: 020 8269 6401



Order Acknowledgement

Cust Order No : SO9719 INNOVATE
Order Date : 24/03/2020
Order No : 571255
Account Ref : CPS007
Despatch method : DHL Carrier 2
Delivery Date : 07/04/2020
Carriage Type : DHL Economy Select 2

Order to :

C.P Interiors
Rue Des Pres Trading Estate
St Saviour
Jersey
JE2 7QN

Deliver to :

C.P Interiors
Rue Des Pres Trading Estate
St Saviour
Jersey
JE2 7QN

50mm Impressions Braid	Embossed White	1840	1200	1	78.30	51.92	37.65
Impressions White 1900mm x 1400mm, Impressions Box Brackets, Venetian Cord Clear Clear					0.00		

Measurement: Blind Size Spec. Ins:

Install Height: Not Specified Location: Bedroom 1



SCOTT

Scott Ruderham
After Sales Customer Care



Tel: (01534) 768141 www.cpinteriors.ie
Rue Des Pres Trading Estate, St Saviour, Jersey, JE2 7QP

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All blinds supplied by Tropical Blinds comply with the child safety requirements of BS EN13120:2009+A1:2014.