

From: [Fiona Potts](#)
To: [Jacqui Jepson](#)
Subject: RE: Query -SO10224
Date: 09 July 2021 09:38:01
Attachments: [image001.png](#)
[image002.png](#)
[image003.png](#)
[image005.png](#)

He has paid it wrong
We were offering £200 off and then he would pay the balance etc
So we are better off – this will be written off ...

Best Regards

Fiona

Fiona Potts
Head of Customer Service and Business Development



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

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quote by 5%.****

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From: Jacqui Jepson <Jacqui@cpinteriors.je>
Sent: 09 July 2021 09:22
To: Fiona Potts <Fiona@cpinteriors.je>
Subject: RE: Query -SO10224

Hi Fi

Mr Mee has only paid £200.00 which leaves a balance of £115.99 on a/c after the credits have been applied. Is there a price change to go through as well?

09.Jul.2021	09.Jul.2021	BAC S010224 Archway Lt	200.00
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Kind regards

Jacqui

Jacqueline Jepson
Head of Finance
jacqui@cpinteriors.je

Accounts: accounts@cpinteriors.je Sales: sales@cpinteriors.je or home@cpinteriors.je or admin@cpinteriors.je After Sales: office@cpinteriors.je
Shipping Conf: deliveries@cpinteriors.je

From: Fiona Potts <Fiona@cpinteriors.je>
Sent: 09 July 2021 08:33
To: Paul Mee <the1mee@yahoo.co.uk>
Cc: Jacqui Jepson <Jacqui@cpinteriors.je>
Subject: RE: Query -SO10224

Hello Paul

Thank you for that Paul, appreciate your patience with this
Hope to see you soon

Best Regards

Fiona

Fiona Potts
Head of Customer Service and Business Development



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From: Paul Mee <the1mee@yahoo.co.uk>
Sent: 08 July 2021 17:20
To: Fiona Potts <Fiona@cpinteriors.je>
Subject: Re: Query -SO10224

Hi Fiona,
Ok as requested i have now paid £200 into CP Interiors account in final settlement ,

Kind Regards
Paul

On Wednesday, 7 July 2021, 16:15:56 BST, Fiona Potts <fiona@cpinteriors.je> wrote:

Hello Paul

Thanks for your call last week on the issues you have with the blind ordering and installation.

I have spoken to Adrian, and mentioned that Mrs Kemmis is now in the property and "happy" with the blinds .

He is unable to write off the balance of the order, but will meet you half way and discount £200

This will cover the cost of the blind and fitters time.

The other options is we replace the blind for you, and full payment would be required

I appreciate your support and repeat business, and we will look after you in the future.

I know this is not what you wanted the outcome to be, but is the best outcome I could get for you.

I have included my colleague in accounts and we will make the final adjustments if you are in agreement.

Thanks and Regards

Fiona Potts
Head Of Customer Service and Business Development



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