Order For Awning / Canopy

Supplier	**Weinor**
Order No.	**SO10556**
Customer Ref.	**Glasshouse**
Contact Tel.	**01534 768141**
Date of Order	**20-10-2020**
Date Required	**26-01-2023**

Invoice Details	
Name	Mrs. Susan Morin
Address	Alameda 4 Jardin De La Reine
	La Grande Route De Faldouet
	St Martin
Postcode	JE3 6UG
Phone	07797732145

Delivery Details	
Name	Mrs. Susan Morin
Address	Alameda , 4 Jardin De La Reine
	La Grande Route De Faldouet
	St Martin
Postcode	JE3 6UG
Phone	07797732145

System Type	Qty	Width (mm)	Drop (mm)	Fitting Height	Fabric	Frame Colour	Brackets	Controls	Fabric Type	Surface Fixing	Location
	2	0	0								

Further Instructions : Sottezza II Opti Stretch LED full cassette electrical operated awning, with vibration sensor, powder coated frame in 029/60740 Marrone and A3-708 acrylic fabric

Detail :

Components :

Under Warranty,
This is an adjustment to the original job / not a new job

weinor

Configuration details

weinor Ltd 73 Cornhill EC3V 3QQ London

C P Interiors

Rue Des Pres Trading Estate
GB-JE2 7QN St Saviour Jersey

sales order no.:	202724898
reference:	Compl. to SO10556 Morin / 202527306
Your order no.:	
weinor customernumber:	165708
creation Date:	01.12.2022
weinor pers. in charge:	Tea Evers
phone / fax number:	+49-221-59709-450
representat.:	Chris Spickett
tel (representat.):	0044 (0) 7894443907

pos	quantity	article
		Dear Sirs, We are preparing the replacement below for delivery. We have closed the complaint.
1	**1**	**weinor Spare parts Sottezza II**

Data of previous unit		1
Sales order Sottezza	:	202527306 vom 13.01.2021 00:00:00 / Kommission SO10556 Morin
Posn. of the sales order for Sottezza	:	2 2245 Sottezza II OptiStretch LED
Fabric guide profile	:	2 Piece x 2642mm
miscellaneous		1

999	**1**	**weinor Netto-Materialkostenzuschlag**

Scott Ruderham

From: Tea Evers <Tevers@weinor.de>
Sent: Thursday, 1 December 2022 12:23
To: Scott Ruderham
Subject: Additional information required, complaint, reference SO10556 Morin, order 202527306 [#1792768] #p #p #p

Hi Scotty,

Thank you for your mail. Two avoid your visiting site two times we can wait and you can send additional information when you have received goods and done installation.

have a good day!

Yours sincerely

Tea Evers

CustomerCenter | Team Reklamation

weinor

See page 2.

Awnings Patio roofs Glasoases®

weinor GmbH & Co. KG
Mathias-Brüggen-Straße 110
50829 Cologne (Germany)

Telephone: +49-221-59709-450
E-Mail: TEvers@weinor.de

www.weinor.com

Registered office of company:
Mathias-Brüggen-Straße 110, 50829 Cologne
Cologne district court (Amtsgericht Köln) HRA 5676

General partner:
weinor Beteiligungs GmbH
Mathias-Brüggen-Straße 110, 50829 Cologne
Cologne district court (Amtsgericht Köln) HRB 4661

Managing Director:
Thilo Weiermann, Walter Strässle

Von: scott@cpinteriors.je
Gesendet: 01.12.2022 13:03
Betreff: RE: Additional information required, complaint, reference SO10556 Morin, order 202527306 [#1792768] #p #p

Hi Tea

I hope you are well.

Thank you for the reply and to agreeing to send two new fabric guide profiles.

Do you need the below info before you send to us, or can we provide this info when we have received the goods and done the installation?

Kind Regards
Scotty

From: Tea Evers
Sent: Thursday, 1 December 2022 11:39
To: Scott Ruderham
Subject: Additional information required, complaint, reference SO10556 Morin, order 202527306 [#1792768] #p #p

Dear Scott,

Thank you for your mail.

We are preparing to send 2x new fabric guide profiles, because it is possible that there is an issue with the groove width and to be sure that it is not an issue with it new profiles will be supplied. As regards another points, some points must be checked on site:

Please check diagonals and parallelisms and send dimensions to us, besides placement of the cloth on the shaft must be checked, as you know the fabric must be centered on the fabric shaft, otherwise it get be caught and the unit won't work correctly.

This complaint remain open before we get these two additional information from you.

Thank you once again for your cooperation.

Yours sincerely

Tea Evers

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Managing Director:
Thilo Weiermann, Walter Strässle

Von: scott@cpinteriors.je
Gesendet: 28.11.2022 14:56
Betreff: RE: Additional information required, complaint, reference SO10556 Morin, order 202527306 [#1792768] #p

Hi Tea

Had a chance to review and can advise of the following:

* Groove width of the fabric guide profiles, - Surely this would be the side channels you have supplied? Can you please advise?
* Dimensions of the diagonals (1 and 2) (see drawing attached) – Diagonals were measured at the time and unit was perfectly square. Without attending site again, we cannot give you a measurement
Please can you advise?

Thanks
Scotty
CP Interiors

From: Office
Sent: Monday, 28 November 2022 13:48
To: Ben Reed
Subject: FW: Additional information required, complaint, reference SO10556 Morin, order 202527306 [#1792768] #p

From: Tea Evers <tevers@weinor.de>
Sent: Monday, 7 November 2022 07:27
To: Scott Ruderham <scott@cpinteriors.je>
Cc: Office <office@cpinteriors.je>
Subject: Additional information required, complaint, reference SO10556 Morin, order 202527306 [#1792768] #p

Morning Scott,

Hope you are doing well.

I would like to know whether you got my original mail and whether you are able to give me additional information.

Thanks

Yours sincerely

Tea Evers

CustomerCenter | Team Reklamation

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Managing Director:
Thilo Weiermann, Walter Strässle

Von: Tevers@weinor.de
Gesendet: 20.10.2022 09:05
Betreff: Additional information required, complaint, reference SO10556 Morin, order 202527306 [#1792768] #p #p

Ho Scotty,

sorry, now with the attachement :)

Yours sincerely

Tea Evers

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Managing Director:
Thilo Weiermann, Walter Strässle

Von: Tevers@weinor.de
Gesendet: 20.10.2022 09:03
Betreff: Additional information required, complaint, reference SO10556 Morin, order 202527306 [#1792768] #p

Dear Scott,

You informed us about a complaint about the Sottezza II awning.

The error pattern you describe can be caused by a deviation in the diagonals, the groove width of the fabric guide profiles or the parallelism.

For a clear analysis or determination of the causer of your damage, we ask you to provide us with the following

dimensions:

* Groove width of the fabric guide profiles,
* Dimensions of the diagonals (1 and 2) (see drawing attached)

After evaluating your information, we will inform about the further procedure, without further information we cannot determine the cause of the problem.

Thank you in advance for your help and support!

Yours sincerely

Tea Evers

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