

**From:** [Accounts](#)  
**To:** ["Bills To Pay"](#)  
**Cc:** [Accounts](#)  
**Subject:** RE: SO10358 - Invoice  
**Date:** 19 March 2021 10:35:00  
**Attachments:** [El Tico Beach Cantina SO10358.pdf](#)

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Hi Andrew

I hope that you're well.

Please accept my apologies for the delay in getting back to you. I too thought this was a duplicate invoice which is the reason for the initial delay. As you're a valued customer, the chasers for the outstanding were kept to a minimum but unfortunately we hadn't spotted that your email @ Mange Tout was no longer in use.

I've looked into the charges again myself & can see that you'd been charged for a remote which had been paid for on a previous invoice. Apologies for this, we'd had a change in staff & the original charge had been missed. This has now been removed from the invoice & I've also taken away the assessment charge which we're obliged to raise for the visit to asses.

That said, I've discussed the actual call out with our after-sales team & she's given me the following account of the call:

- *The call was an urgent request on Friday 7<sup>th</sup> Aug-20 & our customer was concerned that the awning was no longer working & was urgently needed over what was expected to be a particularly hot weekend.*
- *We took Andy off a high priority job where the whole team were working on the other side of the Island*
- *Andy reviewed & found the receiver was dead & needed to be replaced*
- *As we had a receiver in stock, Andy came back to the workshop, collected & went back to El Tico to resolve*

As it's now apparent this was a separate call, I hope that the attached revised invoice is acceptable to you & again please do accept my apologies for the delay in resolving this matter.

Don't hesitate to get in touch if I can help with any further queries.

Kindest regards

*Jacqui*

**Jacqueline Jepson**  
Head of Finance  
[jacqui@cpinteriors.je](mailto:jacqui@cpinteriors.je)

**Accounts:** [accounts@cpinteriors.je](mailto:accounts@cpinteriors.je) **Sales:** [sales@cpinteriors.je](mailto:sales@cpinteriors.je) or [home@cpinteriors.je](mailto:home@cpinteriors.je) or [admin@cpinteriors.je](mailto:admin@cpinteriors.je)  
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**From:** Bills To Pay <billstopay@elticojersey.com>  
**Sent:** 05 March 2021 09:19  
**To:** Accounts <Accounts@cpinteriors.je>  
**Subject:** Re: SO10358 - Invoice

Hi Nia,

Just checking if you have any update on the unpaid invoice....

Let me know,  
Regards,

Andrew

**Andrew Hosegood**

Ravenscroft  
La Rue Du Val De La Mare Du Sud  
St Peter  
Jersey, JE3 7FH  
Channel Islands

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01534 483197 office/answer phone  
07797 748945 mobile

[www.elticojersey.com](http://www.elticojersey.com)  
[www.thesurfyard.com](http://www.thesurfyard.com)

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On 3 Mar 2021, at 16:23, Accounts <[Accounts@cpinteriors.je](mailto:Accounts@cpinteriors.je)> wrote:

Hi Andrew,

I think Jacqui thought that was the case. Leave it with me and we will investigate.

Kind regards

Nia

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**From:** Bills To Pay <[billstopay@elticojersey.com](mailto:billstopay@elticojersey.com)>

**Sent:** Wednesday, 3 March 2021 15:57

**To:** Accounts <[Accounts@cpinteriors.je](mailto:Accounts@cpinteriors.je)>

**Subject:** Re: SO10358 - Invoice

Hello again,

I've just had a look, and I just wanted to check that there isn't a duplication with the invoice.

On the 30 March last year, we were invoiced for a service(inv SO9700), which included a new controller. The invoice you just sent me also has a new remote controller on it.

Can you have a look and let me know please?

Thanks,

Andrew

**Andrew Hosegood**

Ravenscroft  
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On 3 Mar 2021, at 15:44, [info@cpinteriors.je](mailto:info@cpinteriors.je) <[accounts@cpinteriors.je](mailto:accounts@cpinteriors.je)> wrote:

Dear Andrew

Please accept my apologise for getting this invoice out to you rather late. We thank you very much for your custom and please find your invoice attached.

If you would like to pay by card over the phone, please call the office on 01534 768141.

To improve our customer service levels, if you have a minute would appreciate if you would complete our customer satisfaction survey.

Please follow the link <https://survey.surveicate.com/62dd89358ad6600c/>

With thanks & kind regards

**The Accounts Team**

[accounts@cpinteriors.je](mailto:accounts@cpinteriors.je)

<image001.png>

**Tel: (01534) 768141**

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