

From: [Accounts](#)
To: [Mary Young](#)
Cc: [Office](#); [Adrian Colston-Weeks](#); [Accounts](#)
Subject: RE: SO11843 - Outstanding invoice
Date: 21 December 2021 12:35:18
Importance: High

Hello Mrs Young

Further to your email, I've been able to catch up quickly with Adrian regarding your comments.

He's suggested that as the shutters were out of the period of warranty, as discussed with you the louvres would in fact be chargeable. As a gesture of goodwill, he's happy to accept settlement of 50% of the invoice total, essentially the charge of the louvres.

If you're happy to make final payment of £58.15 by return, we can close down your account before the year end.

With thanks & kind regards

Jacqui

Jacqueline Jepson
Head of Finance
jacqui@cpinteriors.je

Wishing you a very Merry Christmas & A happy & healthy New Year

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: Accounts
Sent: 21 December 2021 11:31
To: 'Mary Young' <mary.youngf@gmail.com>
Cc: Office <Office@cpinteriors.je>
Subject: RE: SO11843 - Outstanding invoice

Hello Mrs Young

Thank you for your email. I've asked my colleague to look into this for you & you'll hear from us as soon as the matter's been investigated.

Kindest regards

The Accounts Team

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: Mary Young <mary.youngf@gmail.com>

Sent: 18 December 2021 13:07

To: Accounts <Accounts@cpinteriors.je>

Subject: Re: SO11843 - Outstanding invoice

(a) I didn't receive your original invoice and

(b) This was work you confirmed would be free of charge and done under warranty to rectify faults in your shutters and was outstanding from pre pandemic.

Yours sincerely

Mary Young

On Sat, Dec 18, 2021 at 12:00 PM Accounts <Accounts@cpinteriors.je> wrote:

Outstanding Invoice

Further to our invoice our records show that payment hasn't yet been received.

If works were completed to your satisfaction, our terms are settlement on completion.

If payment has been made, please let us know the date of settlement so that we can investigate further. If this is not the case, we'll look forward to receiving your remittance within seven days or this correspondence.

Please note we no longer accept cheques, however if you'd like to pay by card, please call the office on 01534 768141. Alternatively our BACS details are available at the foot of your invoice.

With thanks & kind regards

The Accounts Team

accounts@cpinteriors.je