

From: [Jacqui Jepson](#)
To: [Mary Young](#)
Cc: [Adrian Colston-Weeks](#); [Leeana Taft](#)
Subject: RE: SO11843 - Outstanding invoice
Date: 27 April 2022 13:47:00
Importance: High

Dear Mrs Young

Further to my email of January-22, your invoice has been past to me for debt collection.

We offered a discount on the new louvres as a gesture of goodwill and Adrian offered to discuss further with you should you feel that this would be helpful but as yet has had no response.

Adrian has again suggested you make contact to discuss, although he is now off the Island until the afternoon of Wednesday 4th May.

Failing this & to prevent any further action, I'll anticipate settlement within 7 working days.

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: Jacqui Jepson
Sent: 06 January 2022 12:51
To: Mary Young <mary.youngf@gmail.com>
Cc: Adrian Colston-Weeks <Adrian@cpinteriors.je>; Accounts <Accounts@cpinteriors.je>
Subject: RE: SO11843 - Outstanding invoice
Importance: High

Hello Mrs Young

A very happy New Year to you!

I was hoping to catch up with you further to my email of 21-Dec-21. If this resolves the issue, my colleague can call you for a card payment or BACS is also acceptable.

If you have any further queries, do please get in touch with either myself or Adrian.

Kind regards

Jacqui

Jacqueline Jepson

Head of Finance

jacqui@cpinteriors.je

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Shipping Conf: deliveries@cpinteriors.je

From: Accounts

Sent: 21 December 2021 12:35

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

Cc: Office <Office@cpinteriors.je>; Adrian Colston-Weeks <Adrian@cpinteriors.je>; Accounts <Accounts@cpinteriors.je>

Subject: RE: SO11843 - Outstanding invoice

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

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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

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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