



Delivered by DSV Road Limited



SO1CI-BCP95

Deliver
CP INTERIORS
RUE DES PRESS TRADING EST
JE2 7QPST SAVIOUR
JERSEY

Contact JENNIFER POTTER
Phone +44 (0) 1489 563195

Phone +441534768141
Delv. --
Delv. Time
Ref MIKE ALDERMAN

Shipper
SHUTTERCRAFT UK
NEWDOWN FARM
MICHELDEVER
WINCHESTER
HAMPSHIRE SO21 3BT

DELIVERY ADVICE

Consignee
CP INTERIORS
RUE DES PRESS TRADING EST
JE2 7QPST SAVIOUR
JERSEY

Date 2022-02-09
Reference SOJE32-5118 SO1CI-BCP95
Terms FREE ON BOARD
F.O.B.
JERSEY
Originating member EBOO

Coll. 2022-02-09/
Unit.no DSV952018

Haulier -
Reg.no.

RECEIVED

10 FEB 2022

SCANNED

(cover heads) SO12174
Henkhuzens

SO12638 Alderman

SO 6173 Le Sueur
(EDR) - not chargeable
to us as paint
damage on original
order.

DELIVERY ADVICE

SO12199 Le Brocq
(EDR) chargeable - ordered
wrong size panel (Cover
heads)

SO11957 Pizouet (EDR)
Replacement frame (measured wrong)

All business is transacted according to trading conditions that exclude or limit the liability of the company in certain circumstances. A copy of the relevant set of conditions will be supplied upon request.

MIKE ALDERMAN

Marks & Nos	No.of	Pkg.	Contents	Weight		Volume	
				KG	CBM		
	39	CLL	SHUTTERS	GW 368	368	6.050	CBM
				NW 368			
				EW 2014			

DSV-EURPLL ____ pcs. RETURN TO DSV

Delivery Note

Customer Copy

BCPAS



CP Interiors

DSV Road Ltd, 10 Brunel Way, Segensworth Ind Est, Hampshire, United Kingdom of Great Britain and Northern Ireland

Delivery Date 09 February 2022

PO15 5TX

Order No	Customer Ref	Order Ref	No of Parcels
SC-030-00			
SCS211009065	Mr Mike Alderman	SO12638 - Alderman	2 ✓
SCR211009066	Mr Mike Alderman	SO12638 - Alderman	30 ✓
SCED52615	Bruno Pirouet	SO11957 Pirouet Cuba	1 ✓
SCED52968	Mr David Le Brocq	SO12199	1 ✓
SCED52982	Mr David Le Brocq	SO12199	3 ✓
Totals			37

SCED 40618 Le sueur x 2 ✓

Donna Henkhuzens 1
SO12174

1031



S:CRAFT, Newdown Farm, Micheldever, Winchester, Hampshire, SO21 3BT
Tel: +44 (0) 1962 794 530, Website: www.s-craft.co.uk

S:CRAFT is the trading name of Shuttercraft Ltd registered in England. Company Reg: 4495750. Registered Office Address as stated above. VAT number: GB 800 4677 51.

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Scott Ruderham

From: Leeana Taft
Sent: Monday, 6 December 2021 14:45
To: Office
Subject: FW: [CASE:108104] RE: SCED40618, CP Interiors, Le Sueur, SO6173

Not sure if you have received a confirmation for this EDR ? see below rebecca says in production



Leeana Taft
Director



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

Blinds | Curtains | Awnings | Shutters | Furnishings | Interior Design | Project Management

From: Rebecca Jawara <RJawara@s-craft.co.uk>
Sent: 06 December 2021 14:35
To: Leeana Taft <Leeana@cpinteriors.ie>
Subject: RE: [CASE:108104] RE: SCED40618, CP Interiors, Le Sueur, SO6173

Sced40618 – IS CURRENTLY IN PRODUCTION

Kind regards

Rebecca Jawara
Customer Support Executive

Tel: 01962 794530

From: Leeana Taft <Leeana@cpinteriors.ie>
Sent: 06 December 2021 14:32
To: Support <Support@s-craft.co.uk>; Rebecca Jawara <RJawara@s-craft.co.uk>
Subject: RE: [CASE:108104] RE: SCED40618, CP Interiors, Le Sueur, SO6173

[EXTERNAL EMAIL] This email originated outside of your organisation, please take care and do not click links and/or open attachments unless you recognise the sender and know the content is safe.

Hi

Do you have news as to this being processed?

Thank you



Leeana Taft
Director



Tel: (01534) 768141

www.cpinteriors.ie

Rue des Pres Trading Estate, St Saviour, Jersey, JE2 7QN

Blinds | Curtains | Awnings | Shutters | Furnishings | Interior Design | Project Management

From: support@s-craft.co.uk <support@s-craft.co.uk>

Sent: 26 November 2021 08:30

To: Leeana Taft <Leeana@cpinteriors.ie>

Subject: Re: [CASE:108104] RE: SCED40618, CP Interiors, Le Sueur, SO6173

Thank you for your email to S:CRAFT. One of our Customer Support team will reply to you shortly.

Our normal office openings hours are Monday to Friday, 8.30am to 5pm.

If you need to contact us regarding this case, please quote the case number found in the subject field on this email.

Kind regards,

S:CRAFT Customer Support

Tel: 01962 794 530

www.s-craft.co.uk

On 2021-11-26, 08:29:00, leeana@cpinteriors.ie wrote:

[EXTERNAL EMAIL] This email originated outside of your organisation, please take care and do not click links and/or open attachments unless you recognise the sender and know the content is safe.

Hi

The problem was the customer would not have u in the house (Covid related) until recently.

I am sorry I understand this is not normal but nothing we could do about it.

Appreciate if this could be sorted

Thanks



Leeana Taft

Director



Tel: (01534) 768141

www.cpinteriors.je

Rue des Pres Trading Estate, St Saviour, Jersey, JE2 7QN

Blinds | Curtains | Awnings | Shutters | Furnishings | Interior Design | Project Management

From: Support <Support@s-craft.co.uk>
Sent: 25 November 2021 15:15
To: Leeana Taft <Leeana@cpinteriors.je>
Subject: RE: SCED40618, CP Interiors, Le Sueur, SO6173

Hi Leeana,

Please see the latest response from the factory, they would like to understand the timescales here please as the EDR goods were delivered to you in August 2020. Please can you clarify further?

1. line1: the original ship date is 7/24/2020 for SCED33851

line1: the original ship date is 11/30/2017 for SCN17690249

We are a little confused about why customer said<the shutter was like this when we opened the box>, please explain, thanks.

If I can be of any further help then please do get in touch.

Kind regards

Ellie Greenwood

Customer Support Executive

Tel: 01962 794530

From: Rebecca Jawara
Sent: 23 November 2021 16:55
To: 'Leeana Taft' <Leeana@cpinteriors.ie>
Subject: RE: SCED40618, CP Interiors, Le Sueur, SO6173

Hi Leeana

Ive gone back to the factory with your comments

Rebecca Jawara
Customer Support

Tel: 01962 794530

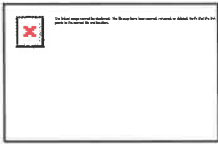
From: Leeana Taft <Leeana@cpinteriors.ie>
Sent: 23 November 2021 16:54
To: Rebecca Jawara <RJawara@s-craft.co.uk>
Subject: RE: SCED40618, CP Interiors, Le Sueur, SO6173

[EXTERNAL EMAIL] This email originated outside of your organisation, please take care and do not click links and/or open attachments unless you recognise the sender and know the content is safe.

Hi Rebecca

Any news for me on this one?

thanks



Leeana Taft

Director



Tel: (01534) 768141

www.cpinteriors.je

Rue des Pres Trading Estate, St Saviour, Jersey, JE2 7QN

Blinds | Curtains | Awnings | Shutters | Furnishings | Interior Design | Project Management

From: Leeana Taft

Sent: 22 November 2021 08:31

To: Rebecca Jawara <RJawara@s-craft.co.uk>

Cc: Office <Office@cpinteriors.je>

Subject: RE: SCED40618, CP Interiors, Le Sueur, SO6173

Morning Rebecca

I understand the warranty by not why the shutter was like this when we opened the box. I don't think you can replace something under warranty and then when it is opened found to be faulty refuse to replace FOC.

Please get back to me with solution

Thank you



Leeana Taft

Director



Tel: (01534) 768141

www.cpinteriors.je

Rue des Pres Trading Estate, St Saviour, Jersey, JE2 7QN

Blinds | Curtains | Awnings | Shutters | Furnishings | Interior Design | Project Management

From: Office <Office@cpinteriors.je>

Sent: 19 November 2021 10:30

To: Rebecca Jawara <RJawara@s-craft.co.uk>; Home <home@cpinteriors.je>

Cc: Leeana Taft <Leeana@cpinteriors.je>

Subject: RE: SCED40618, CP Interiors, Le Sueur, SO6173

Good Morning Rebecca,

I have copied in my manager Leeana who will respond accordingly.

Please await response.

Kind Regards

Scott

From: Rebecca Jawara <RJawara@s-craft.co.uk>
Sent: Friday, 19 November 2021 10:29
To: Home <home@cpinteriors.ie>
Cc: Office <Office@cpinteriors.ie>
Subject: SCED40618, CP Interiors, Le Sueur, SO6173

Good morning

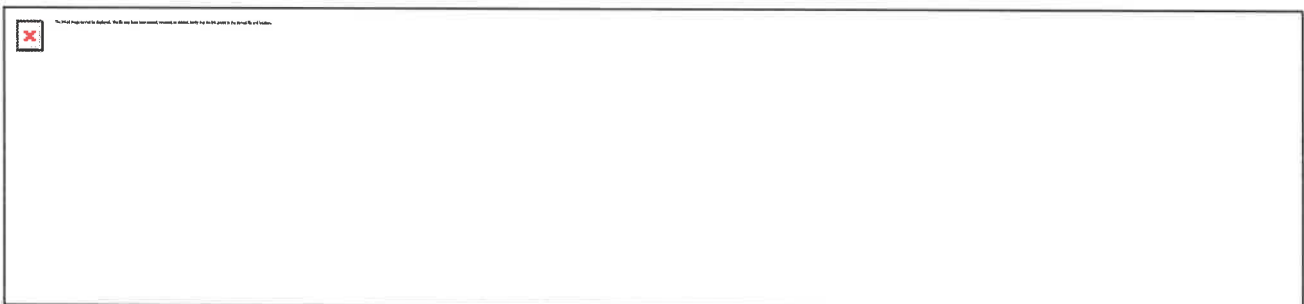
Please see factory query below for the above EDR:-

Line1: Per our spec, we only supply three years warranty for the shutter, since the original order was shipped 11/30/2017 which has been over our warranty, please verify we will process this edr as a reorder at charge. Please confirm.

Rebecca Jawara

Customer Support

Tel: 01962 794530



S:CRAFT, Newdown Farm, Micheldever, Winchester, Hampshire, SO21 3BT
Tel: +44 (0) 1962 794 530, Website: www.s-craft.co.uk

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S:CRAFT EDR Form

Dealer Name: GP Interiors



S:CRAFT EDR Order no. SCED24175
 S:CRAFT Account no. CPSUN
 EDR Order Date 15/03/2018
 Original S:CRAFT Order No. SCN17690249
 Customer Name Le Sueur
 Dealer Order No SO6173

Replaced & again in 2020 (fitted 2021)

Please type your report against the correct room and email to support@s-craft.co.uk

LINE	ROOM	DETAILS OF ERROR / DAMAGE	REMEDIAL ACTION REQUESTED
1	Left shaped triangle	Paint cracking in Panels and Frame	New shutter set please
2	Right triangle	Paint cracking in Panels and Frame	New shutter set please
3			
4			
5			
6			
7			
8			
9			
10			
11			
12			
13			
14			
15			
16			
17			
18			
19			
20			
21			

This remedy is requested to be covered under warranty.

Please attach digital photographs with your report to illustrate the problem.
 Please also attach the original order and any drawings that may assist in resolving the problem

This order is:
COVERED (Subject to factory approval) under warranty

Freight Method Sea
 Net Product Value 331.39
 Net Freight Value
 VAT 66.278
 Total Value (inc VAT) 397.668

The order cost is covered by
 Please ship order by Sea

Scott Ruderham

From: Support <Support@s-craft.co.uk>
Sent: Wednesday, 8 December 2021 15:45
To: Office
Subject: RE: SCED40618 Le Sueur SO6173 - EDR

Hi Scott

I can confirm this order entered production on the 2nd December. Once the order is shipped this will reflect with an ETA in portal.

If I can be of any further help then please do get in touch.

Kind regards

Dave Goodman
Customer Support Manager

Tel: 01962 794 530
Dd: 01962 280 520
Mb: 07483 155 805

From: Office <Office@cpinteriors.je>
Sent: 08 December 2021 15:29
To: Rebecca Jawara <RJawara@s-craft.co.uk>
Cc: Leeana Taft <Leeana@cpinteriors.je>
Subject: SCED40618 Le Sueur SO6173 - EDR

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Hi Rebecca

Can you please confirm this EDR is in production?
We have looked on the S Craft portal and we cannot see them?

We have ordered replacement for 2 x triangles.

Can you please let me know asap

Many Thanks

SCOTT

Scott Ruderham
After Sales Customer Care

SCN211009326 - CP Interiors



Created by	Scott -	Customer Information	Delivery Information	Order Notes
Group Order No	SC211013840	Title	Address Line 1	
SC Order No	SCN211009326	First Name	Address Line 2	C/O DSV Road Ltd
Total Shutter SQ/M		Last Name	Address Line 3	10 Brunel Way
Freight Method	Sea	Order Reference	Postcode	Segensworth Ind Est
				PO15 5TX

Trade Discounted Price

Total Sqm	Total Trade Price	Discount	Delivery	Freight	Sub Total With Discount	VAT (20%)	Total
0	£81.86	-£29.88	£0.00	£0.00	£51.98	£0.00	£51.98

Scott Ruderham

From: S:CRAFT <notifications@s-craft.co.uk>
Sent: Wednesday, 8 December 2021 15:33
To: Office
Subject: EDR confirmation attached; SCED52982, Order No: SCR21995741

Hi Scott -,

Please find below confirmation for your recently submitted EDR, if you need to contact us about this order then please do quote the EDR number SCED52982

Order Reference: SO12199
Customer Name: David Le Brocq
You will be charged £471.73 (including VAT) for this.

Please note that normal lead times will apply.

Please note that this email inbox is not monitored. Should you have any queries please contact support@s-craft.co.uk or via telephone 01962 794530 option 1.

Kind regards,

S:CRAFT Customer Support Team
+44 (0)1962 794530
support@s-craft.co.uk



S:CRAFT, Newdown Farm, Micheldever, Winchester, Hampshire, SO21 3BT
Tel: +44 (0) 1962 794 530, Website: www.s-craft.co.uk

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Scott Ruderham

From: S:CRAFT <notifications@s-craft.co.uk>
Sent: Wednesday, 8 December 2021 11:40
To: Office
Subject: EDR confirmation attached; SCED52968, Order No: SCS21995740

Hi Scott -,

Please find below confirmation for your recently submitted EDR, if you need to contact us about this order then please do quote the EDR number SCED52968

Order Reference: SO12199
Customer Name: David Le Brocq
You will be charged £5.08 (including VAT) for this.

Please note that normal lead times will apply.

Please note that this email inbox is not monitored. Should you have any queries please contact support@s-craft.co.uk or via telephone 01962 794530 option 1.

Kind regards,

S:CRAFT Customer Support Team
+44 (0)1962 794530
support@s-craft.co.uk



S:CRAFT, Newdown Farm, Micheldever, Winchester, Hampshire, SO21 3BT
Tel: +44 (0) 1962 794 530, Website: www.s-craft.co.uk

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SCR211009066 - CP Interiors



Created by Elle Walton **Customer Information** **Mr** **Delivery Information** **Order Notes**
Group Order No SC211011474 **Title** **Address Line 1** DSV Road **Ship together with SC order no:**
SC Order No SCR211009066 **First Name** **Mike** **Address Line 2** 10 Brunel **SCS211009065, SC order no:** SCR211009066
Total Shutter SQ/M **Last Name** **Alderman** **Address Line 3** Segensworth
Freight Method **Sea** **Order Reference** **SO12638 - Alderman** **Postcode** **PO15 5TX**

#1	Room	Office	Range	Shutters - Cuba	Colour	Pure White	Width	785mm	Height	1360mm	Shutter Type	Full Height	Trade Price	£5,682.07
Additional Shutter Options														
	Midrail & Louvre		Panel type	Regular										
	Layout		Midrail	None	Louvre	63mm	Tilt control	Silent Tilt						
	Frame Options		Config	LR										
	Stile & Hinge		Frame	Beaded L Frame 46mm	Build out	None								
	Fitted hardware		Stile	41.3mm Beaded D-Mould Stile	Hinge type	Standard Hinge	Hinge colour	Pure White						
	Batten #1		Side magnets	False										
	Batten #2		Type	Batten, 3 x 15	Colour	Pure White	Length	1460mm	Qty	2				
	Notes		Type	Batten, 3 x 15	Colour	Pure White	Length	885mm	Qty	2				
#2	Room	Conservatory	Range	Shutters - Cuba	Colour	Pure White	Width	820mm	Height	2050mm	Shutter Type	Full Height	Trade Price	£5,682.07
Additional Shutter Options														
	Midrail & Louvre		Panel type	Regular										
	Layout		Midrail	One	1st pos	700mm	Louvre	63mm	Tilt control	Silent Tilt				
	Frame Options		Config	LR										
	Stile & Hinge		Frame	Beaded L Frame 46mm	Build out	None								
	Fitted hardware		Stile	41.3mm Beaded D-Mould Stile	Hinge type	Standard Hinge	Hinge colour	Pure White						
	Batten #1		Side magnets	False										
	Batten #2		Type	Batten, 3 x 15	Colour	Pure White	Length	2150mm	Qty	2				
	Notes		Type	Batten, 3 x 15	Colour	Pure White	Length	920mm	Qty	2				
#3	Room	Conservatory	Range	Shutters - Cuba	Colour	Pure White	Width	820mm	Height	2050mm	Shutter Type	Full Height	Trade Price	£5,682.07
Additional Shutter Options														
	Midrail & Louvre		Panel type	Regular										
	Layout		Midrail	One	1st pos	700mm	Louvre	63mm	Tilt control	Silent Tilt				
	Frame Options		Config	LR										
	Stile & Hinge		Frame	Beaded L Frame 46mm	Build out	None								
	Fitted hardware		Stile	41.3mm Beaded D-Mould Stile	Hinge type	Standard Hinge	Hinge colour	Pure White						
	Batten #1		Side magnets	False										
	Batten #2		Type	Batten, 3 x 15	Colour	Pure White	Length	2150mm	Qty	2				
	Notes		Type	Batten, 3 x 15	Colour	Pure White	Length	920mm	Qty	2				
	Frame Options		Frame	Beaded L Frame 46mm	Build out	None								
	Stile & Hinge		Stile	41.3mm Beaded D-Mould Stile	Hinge type	Standard Hinge	Hinge colour	Pure White						

SCR211009066 - CP Interiors



#7	Room	Conservatory	Range	Shutters - Cuba	Colour	Pure White	Width	835mm	Height	1395mm	Shutter Type	Full Height	Trade Price	£5,682.07
Additional Shutter Options			Panel type	Regular										
Midrail & Louvre			Midrail	None	Louvre	63mm	Tilt control	Silent Tilt						
Layout			Config	L										
Frame Options			Frame	Beaded L Frame	46mm	Build out	None							
Stile & Hinge			Stile	41.3mm Beaded Butt	Stile	Hinge type	Standard Hinge	Hinge colour	Pure White					
Fitted hardware			Side magnets	False										
Batten #1			Type	Batten, 3 x 15	Colour	Pure White	Length	1495mm	Qty	2				
Batten #2			Type	Batten, 3 x 15	Colour	Pure White	Length	935mm	Qty	2				
Notes														
#8	Room	Conservatory	Range	Shutters - Cuba	Colour	Pure White	Width	1520mm	Height	1395mm	Shutter Type	Full Height	Trade Price	£5,682.07
Additional Shutter Options			Panel type	Regular										
Midrail & Louvre			Midrail	None	Louvre	63mm	Tilt control	Silent Tilt						
Layout			Config	LR										
Frame Options			Frame	Beaded L Frame	46mm	Build out	None							
Stile & Hinge			Stile	41.3mm Beaded Butt	Stile	Hinge type	Standard Hinge	Hinge colour	Pure White					
Fitted hardware			Side magnets	False										
Batten #1			Type	Batten, 3 x 15	Colour	Pure White	Length	1620mm	Qty	2				
Batten #2			Type	Batten, 3 x 15	Colour	Pure White	Length	1495mm	Qty	2				
Notes														
#9	Room	Conservatory	Range	Shutters - Cuba	Colour	Pure White	Width	1520mm	Height	1395mm	Shutter Type	Full Height	Trade Price	£5,682.07
Additional Shutter Options			Panel type	Regular										
Midrail & Louvre			Midrail	None	Louvre	63mm	Tilt control	Silent Tilt						
Layout			Config	LR										
Frame Options			Frame	Beaded L Frame	46mm	Build out	None							
Stile & Hinge			Stile	41.3mm Beaded Butt	Stile	Hinge type	Standard Hinge	Hinge colour	Pure White					
Fitted hardware			Side magnets	False										
Batten #1			Type	Batten, 3 x 15	Colour	Pure White	Length	1495mm	Qty	2				
Batten #2			Type	Batten, 3 x 15	Colour	Pure White	Length	1620mm	Qty	2				
Notes														
#10	Room	Conservatory	Range	Shutters - Cuba	Colour	Pure White	Width	1930mm	Height	1395mm	Shutter Type	Full Height	Trade Price	£5,682.07
Additional Shutter Options			Panel type	Regular										
Midrail & Louvre			Midrail	None	Louvre	63mm	Tilt control	Silent Tilt						
Layout			Config	LRR										
Frame Options			Frame	Beaded L Frame	46mm	Build out	None							

SCS211009065 - CP Interiors



Created by	Elle Walton	Customer Information	Mr	Delivery Information	DSV Road	Order Notes
Group Order No	SC211011474	Title	Mike	Address Line 1	Ltd	Ship together with SC order no:
SC Order No	SCS211009065	First Name	Alderman	Address Line 2	10 Brunel Way	SCS211009065, SC order no: SCS211009066
Total Shutter SQ/M		Last Name	SO12638 - Alderman	Address Line 3	Segensworth Ind Est	
Freight Method	Sea	Order Reference		Postcode	PO15 5TX	

#1	Room	Bathroom	Range	Shutters - Java	Colour	Pure White	Width	1222mm	Height	700mm	Shutter Type	Full Height	Trade Price	£267.93
Additional Shutter Options		Panel type	Regular											
Midrail & Louvre		Midrail	None	Louvre	63mm	Tilt control	Silent Tilt							
Layout		Config	LR											
Frame Options		Frame	Beaded L Frame	46mm	Build out	None								
Stile & Hinge		Stile	50.8mm Beaded D-Mould	Stile	Hinge type	Standard Hinge	Hinge colour	Stainless Steel						
Fitted hardware		Side magnets	False											
Batten #1		Type	Batten, 3 x 15	Colour	Pure White	Length	1322mm	Qty	2					
Batten #2		Type	Batten, 3 x 15	Colour	Pure White	Length	800mm	Qty	2					

Notes

Trade Discounted Price

Total Sqm	Total Trade Price	Discount	Delivery	Freight	Sub Total With Discount	VAT (20%)	Total
0.86	£267.93	-£113.87	£0.00	£5.13	£154.06	£0.00	£159.19