



**Scott Ruderham**

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**From:** Leeana Taft  
**Sent:** Tuesday, 8 March 2022 08:07  
**To:** Amanda Jessup  
**Cc:** Office  
**Subject:** RE: SO12424 Pitman - Damaged Allusion Wand in Transit

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

Thank you Amanda

Leeana Taft  
Director



**CP INTERIORS**

Tel: (01534) 768141 [www.cpinteriors.ie](http://www.cpinteriors.ie)  
Rue Des Pres Trading Estate, St Saviour, Jersey, JE2 7QP

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

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**From:** Amanda Jessup <Amanda@TropicalblindsLtd.co.uk>  
**Sent:** 07 March 2022 14:18  
**To:** Leeana Taft <Leeana@cpinteriors.je>  
**Cc:** Office <Office@cpinteriors.je>  
**Subject:** RE: SO12424 Pitman - Damaged Allusion Wand in Transit

Hi Leanna

An FOC remake is being sorted for you on this occasion. 😊

Best Regards

Amanda Jessup

Area Sales Manager

07798770354



**tropical  
blinds**

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**Tropical Blinds Limited**  
Units 6 & 7 Five Arches Business Estate  
off Maidstone Road  
Sidcup  
Kent

DA14 5AE`

**Tel:** 020 8269 6400  
**Fax:** 020 8269 6401

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Registered Office: Units 6 & 7 Five Arches Business Estate, off Maidstone Road, Sidcup, Kent DA14 5AE

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**From:** Leeana Taft <Leeana@cpinteriors.je>  
**Sent:** 07 March 2022 12:53  
**To:** Amanda Jessup <Amanda@Tropicalblindsltd.co.uk>  
**Cc:** Office <Office@cpinteriors.je>  
**Subject:** FW: SO12424 Pitman - Damaged Allusion Wand in Transit

Hi Amanda

I thought I would ask if you can help on this. We were unable to install allusion blind when received as client was not ready. The packaging showed no sign of damage but when we have now come to install the headrail is bent. Ella has replied (see below thread) saying out of time frame and will be chargeable. Would appreciate your help with this.

Hoping we can have some leigh way, as we give to Tropical when for example, again last week product for complete conservatory was despatched without brackets meaning wasted time and disappointed customer.

Look forward to hearing from you

Leeana Taft  
Director



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**From:** Ella Stevens <Ella@Tropicalblindsltd.co.uk>  
**Sent:** Monday, 7 March 2022 11:57  
**To:** Office <Office@cpinteriors.je>  
**Subject:** FW: SO12424 Pitman - Damaged Allusion Wand in Transit

Good Morning

Unfortunately as this is outside of the timeframe to report blinds as arriving damaged, this will be a chargeable remake. Please confirm if you would like to proceed?

Kind Regards

Ella Stevens  
Customer Services Advisor



Tropical Blinds Limited  
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off Maidstone Road  
Sidcup  
Kent  
DA14 5AE

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**From:** Office <[Office@cpinteriors.je](mailto:Office@cpinteriors.je)>  
**Sent:** 07 March 2022 09:46  
**To:** Order <[Order@Tropicalblindsltd.co.uk](mailto:Order@Tropicalblindsltd.co.uk)>  
**Cc:** Chelsea Gould <[Chelsea@Tropicalblindsltd.co.uk](mailto:Chelsea@Tropicalblindsltd.co.uk)>; Leeana Taft <[Leeana@cpinteriors.je](mailto:Leeana@cpinteriors.je)>  
**Subject:** SO12424 Pitman - Damaged Allusion Wand in Transit

Good Morning Tropical,

Regarding the order below. We have received the allusion blinds and track. Unfortunately the track has been damaged in transit (see photo attached). It is bent.

Can you please send us a replacement ASAP to enable us to carry out our fitting?

Kind Regards,

**Tropical Blinds Ltd**

Unit 6 and 7 Five Arches Business Est  
off Maidstone Road  
Sidcup  
Kent DA14 5AE  
T: 020 8269 6400  
F: 020 8269 6401



tropical  
blinds

**Order Acknowledgement**

Cust Order No : SO12424 - PITMAN  
Order Date : 24/11/2021  
Order No : 720285  
Account Ref : CPS007  
Despatch method : DHL Carrier 2 NEW  
Delivery Date : 07/12/2021  
Carriage Type : DHL Economy Select 2

**Order to :**

C.P Interiors  
Rue Des Pres Trading Estate  
St Saviour  
Jersey  
Channel Islands  
JE2 7QN

**Deliver to :**

C.P Interiors  
Rue Des Pres Trading Estate  
St Saviour  
Jersey  
JE2 7QN

Type	Colour	Width	Drop	Quantity	Unit Price	Disc %	Net
Alusion Wand Operated	Horizon Chalk A/F (L)	3400	2440	1	642.11	20	513.69
Vogue Channel with Tilt Ice White, Alusion Fabric Header Strip - White, Wand Operated, Left Control, Left Bunch, Vogue					0.00		
Shal. FF EXT+15mm Bkts 127mm WHITE, Blind is safe by design and requires no additional devices or warning labels							

Measurement: Recess Size Spec. Ins:  
Install Height: Not Specified Location: LIVING ROOM

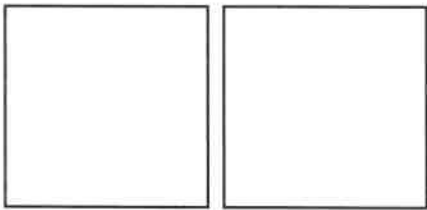
**SCOTT**

**Scott Ruderham**  
**After Sales Customer Care**



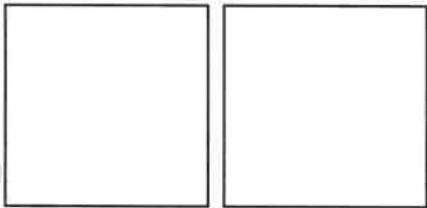
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All blinds supplied by Tropical Blinds comply with the child safety requirements of BS EN13120:2009+A1:2014.

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