

From: [Rachel Allo](#)
To: [Jacqui Jepson](#)
Subject: Partial Refund
Date: 20 June 2022 10:56:48
Attachments: [image004.png](#)
[image006.png](#)
[image009.png](#)

Hi Jacqui,

Details below please for the Horizon client who has paid in full but can no longer have the full motorised blinds and amount that will need to be refunded to them please.

I have sent them the below statement workings out.

The tilt operation comes in at £5437.32 inclusive of 20%/GST which would give a refund of £2279.76

Kind regards

Rachel

Rachel Allo
Interior Design Advisor
rachel@cpinteriors.je



Tel: (01534) 768141 www.cpinteriors.je
Rue Des Pres Trading Estate, St Saviour, Jersey, JE2 7QP

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APPROVED

From: Michael Caro <michael.caro@cgcommercial.je>
Sent: 18 June 2022 11:00
To: Rachel Allo <rachel@cpinteriors.je>
Subject: RE: Full Motorised Allusion Blinds

Hi Rachel,

No worries at all. Please see below bank details:

Bank: HSBC
Account number: 61315390
Sort code: 40-25-41

Grateful if you could confirm once the credit has been remitted.

Kind Regards,
Michael Caro BSc (Hons)
Director



T. [01534 874 141](tel:01534874141)

M. [07829 746 781](tel:07829746781)

C G Commercial, 3rd Floor,
6 Broad Street, St Helier, Jersey, JE2 3RR

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From: Rachel Allo <rachel@cpinteriors.je>
Sent: 17 June 2022 17:12
To: Michael Caro <michael.caro@cgcommercial.je>
Subject: RE: Full Motorised Allusion Blinds

Hi Michael,

Apologies I had missed your response on this one. Please could you provide your bank details and will get the difference refunded next week when our head of finance is back in. Hope you have a nice weekend!

Kind regards

Rachel

Rachel Allo
Interior Design Advisor
rachel@cpinteriors.je



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From: Michael Caro <michael.caro@cgcommercial.je>

Sent: 09 June 2022 17:19
To: Rachel Allo <rachel@cpinteriors.je>
Subject: RE: Full Motorised Allusion Blinds

Hi Rachel,

Thanks for your prompt response again. Lucky you in this case!

We're still happy to progress with the tilt operation blinds. How is it best to deal with the refund?

Kind Regards,
Michael Caro BSc (Hons)
Director



T. [01534 874 141](tel:01534874141)

M. [07829 746 781](tel:07829746781)

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From: Rachel Allo <rachel@cpinteriors.je>
Sent: 09 June 2022 13:39
To: Michael Caro <michael.caro@cgcommercial.je>
Subject: RE: Full Motorised Allusion Blinds

Hi Michael,

I am great thanks, just managed to get off island so back to the grind now !!
Again apologies for this, fortunately there is only two of you that have opted for the full as apposed to the large amount that went for the tilt so could have been a lot more emails to send out .

I think one of the main reasons behind it is, Allusions standard is the tilt motor and switching to full motorised meant getting components from other suppliers, changing the brand of headrail/remotes etc and has just become a bit complicated for allusion going forward.

Currently you have paid £7717.08 which is inclusive of the 20% discount and GST.

The tilt operation comes in at £5437.32 inclusive of 20%/GST which would give you a refund of £2279.76

Kind regards

Rachel

Rachel Allo
Interior Design Advisor
rachel@cpinteriors.je



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From: Michael Caro <michael.caro@cgcommercial.je>
Sent: 09 June 2022 12:56
To: Rachel Allo <rachel@cpinteriors.je>
Subject: RE: Full Motorised Allusion Blinds

Hi Rachel,

I'm well thanks – you?

Thanks for letting me know. Although disappointing, I would be interested to know what the cost difference it between the two.

Look forward to hearing from you.

Kind Regards,
Michael Caro BSc (Hons)
Director



T. [01534 874 141](tel:01534874141)

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From: Rachel Allo <rachel@cpinteriors.je>
Sent: 09 June 2022 09:52
To: Michael Caro <michael.caro@cgcommercial.je>
Subject: Full Motorised Allusion Blinds

Hi Michael,

Hope all is well. Just wanted to drop you a quick email to advise that our supplier are no longer able to offer the full motorisation on the Allusion blinds with a battery motor.

This is due to the demand for component availability and technical feedback.

We can still offer the motorised however it will be **tilt only** with wand operation to fully draw open and closed (you will probably find that you rarely be fully opening and closing, aside from cleaning windows)!

This function can still be paired with voice command devices such as Alexa/Cortana etc.

Given you have paid in full, if you are happy with the tilt motorisation, I will update the order details and refund you the difference.

If you could please let me know how you would like to proceed, and I will arrange asap and apologies for the inconvenience.

Kind regards

Rachel

Rachel Allo

Interior Design Advisor

rachel@cpinteriors.je



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