

Scott Ruderham

From: Office <Office@cpinteriors.je>
Sent: Tuesday, 23 August 2022 08:53
To: order@tropicalblindsltd.co.uk
Cc: Chelsea Gould
Subject: SO13257 Socrates - Issue with Blinds on Order
Attachments: Socrates 3.jpg; Socrates 2.jpg; Socrates 1.jpg

Dear Tropical Team

I am sorry to have to report another issue with some blinds we ordered and noticed a fault when installing.

Ref: SO13257 Socrates

The blinds in question (pictures attached) are:

Wooden Venetian	1150, 2130 , Impressions 50mm faux wood, Living Room, impressions faux wood in Porcelain
Wooden Venetian	1050, 2130 , Impressions 50mm faux wood, Living room, impressions faux wood in Porcelain
Wooden Venetian	1140, 2130 , Impressions 50mm faux wood, Living room, impressions faux wood in Porcelain

As you can see, the slats do not line up.

We have checked at the top, all clips are in the right place etc. They just run out and do not look uniformed.

Please can we have 3 re makes issued asap?

Kind Regards

Scotty

Scotty Ruderham
After Sales Customer Care



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

Blinds | Curtains | Awnings | Shutters | Furnishings |
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Scott Ruderham

From: Chelsea Gould <Chelsea@TropicalblindsLtd.co.uk>
Sent: Thursday, 12 January 2023 16:45
To: Scott Ruderham
Cc: Leeana Taft; Rachel Allo
Subject: RE: SO13257 Socrates Wood Venetians

Follow Up Flag: Follow up
Flag Status: Completed

Good afternoon,

This has been put through, they don't usually send the acknowledgments until the blind has been manufactured due to any stock issues etc. I can confirm this has been raised and is due for delivery approx. 24th January.

Kind regards

Chelsea Gould

Sales Office Manager



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

From: Scott Ruderham <scott@cpinteriors.je>
Sent: 12 January 2023 16:37
To: Chelsea Gould <Chelsea@TropicalblindsLtd.co.uk>; Rachel Allo <rachel@cpinteriors.je>
Cc: Leeana Taft <Leeana@cpinteriors.je>
Subject: RE: SO13257 Socrates Wood Venetians

Hi Chelsea

I have not yet received and order conf for this
Please can you send and confirm at your earliest convenience

Many Thanks
Scotty
CP Interiors

From: Scott Ruderham
Sent: Monday, 9 January 2023 11:35
To: Chelsea Gould <Chelsea@TropicalblindsLtd.co.uk>; Rachel Allo <rachel@cpinteriors.je>
Cc: Leeana Taft <Leeana@cpinteriors.je>
Subject: RE: SO13257 Socrates Wood Venetians

Wooden Ver 1	1150, 2130 ,
Wooden Ver 1	1050, 2130 ,
Wooden Ver 1	1140, 2130 ,

Hi Chelsea

Thank you for checking. Below are the sizes we need, after reviewing.

I appreciate you actioning as a matter of urgency.
I shall look forward to receiving the order confirmation.

Kind Regards
Scotty

From: Chelsea Gould <Chelsea@TropicalblindsLtd.co.uk>
Sent: Monday, 9 January 2023 11:03
To: Scott Ruderham <scott@cpinteriors.je>; Rachel Allo <rachel@cpinteriors.je>
Cc: Leeana Taft <Leeana@cpinteriors.je>
Subject: RE: SO13257 Socrates Wood Venetians

Good morning,

Please can I just confirm the sizes that need to be remade as I noticed you requested 3 blinds one with a different drop but on the order there is 3 for living room all with the same drop. Are the sizes in the email you attached correct? If so I will have this remake put through as a matter of urgency for you.

Many thanks,

Kind regards

Chelsea Gould

Sales Office Manager



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From: Scott Ruderham <scott@cpinteriors.ie>
Sent: 09 January 2023 09:17
To: Order <Order@Tropicalblindsltd.co.uk>; Rachel Allo <rachel@cpinteriors.ie>
Cc: Chelsea Gould <Chelsea@Tropicalblindsltd.co.uk>; Leeana Taft <Leeana@cpinteriors.ie>
Subject: RE: SO13257 Socrates Wood Venetians

Dear Chelsea

Please see attached email conf of order from Leeana to Amanda Jessup
This is for the 3 blinds.

Can you please advise and acknowledge this order and an est delivery date.