

weinor Ltd 73 Cornhill EC3V 3QQ London

C P Interiors

**Rue Des Pres Trading Estate
GB-JE2 7QN St Saviour Jersey**

delivery address

DSV Road Ltd

10 Brunel Way, Segensworth Industrial Estate
GB-PO15 5TX Hampshire, Fareham

ORDER CONFIRMATION (release 1)

sales order no.: 202693737 of 14.07.2022

customer: 165708

reference: Compl. to SO11389 Chambers / 202684516

Your order no.:

contact person: Tea Evers

E-Mail: Tevers@weinor.de

phone number: +49-221-59709-450

representat. 654 Chris Spickett

tel (representat.): 0044 (0) 7894443907

Chamber

Dear Weinor Partner,

with immediate effect our new bank account for the weinor Ltd. is active and can be used !

We kindly ask you to send and place all payment in the favour of weinor Ltd. to the following Bank Details.

Commerzbank London
Sort Code: 406201
Account Number: 307 537 10
In favour of : Weinor Ltd.

Thank you very much for your support.

2/8/22

RECEIVED

02 AUG 2022

SCANNED

weinor Ltd 73 Cornhill EC3V 3QQ London

pos	quantity	article code
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In accordance with weinor's General Terms and Conditions of Delivery and Payment, you as a specialist partner are obliged to check whether the delivered goods are complete and undamaged. At the very least, you should ensure that the cartons are complete and undamaged from the outside. This does not relieve you of the above obligation, but it makes it easier for you to detect irregularities. Only if you have the defect confirmed on the delivery note upon receipt of the goods can we grant a refund if necessary after checking the transaction.

Dear Sirs,
We are preparing the replacement below for delivery.
We have closed the complaint.

1	1,00	116352-0000	Connection lead 1300 AMP4/C plug
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Anticipated delivery	: 20.07.2022		
customer route	: UPE	UPS-EXPRESS	
term of payment	: 025	Sent in exchange/90 days net	
price per unit	: 19,6	GBP / Stück	19,60
sales unit	: Piece		

value of goods	discount amount / %	net
19,60	19,60 / 100,00	0,00

weinor Ltd
73 Cornhill
GB-EC3V 3QQ London
weinor.com

Managing Director:
Thilo Weiermann
General partner:
Weinor Beteiligungs-GmbH
Köln

VAT no.: 335 2381 16
Company no.: 12193066
UTR no.: 33431 24084
EORI no.: GB335238116000

Domestic transfers:
Commerzbank London
Sort Code: 406201
Account Number: 307 537 10

International transfers:
Commerzbank London
IBAN: GB51 COBA 4062 0130 7537 10
Swift: MIDLGB22 a/c COBAGB2X

weinor Ltd 73 Cornhill EC3V 3QQ London

customer: 165708 sales order 202693737

Page 3 of 3

pos	quantity	article code
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999	1,00	127887-0000 net material cost surcharge
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price per unit	: 0
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value of goods	discount amount / %	net
0,00	0,00 / 0,00	0,00

value of goods	discount amount	net	VAT (0 %)	Total GBP
19,60	19,60	0,00	0,00	0,00

This order confirmation is according to the current terms of payment and delivery.

<https://www.weinor.com/agb/>

delivery exw Cologne
 payment: Sent in exchange/90 days net
 mode of dispatch UK export

weinor Ltd
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 GB-EC3V 3QQ London
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Scott Ruderham

From: Office <Office@cpinteriors.je>
Sent: Thursday, 14 July 2022 10:14
To: Tea Evers (service@weinor.de)
Cc: Ben Reed; Leeana Taft
Subject: RE: Chambers - Motor SO11389 - Incorrect Motor Received [#1733793] #p #p

Hi Tea

No problem, that is great news that we can get a quick solution.

My customer will be happy.

Can you please advise on how long this will take via air freight and proceed with air freight.

Thanks
Scotty

From: Tea Evers <Tevers@weinor.de>
Sent: Thursday, 14 July 2022 06:58
To: Office <Office@cpinteriors.je>
Subject: Chambers - Motor SO11389 - Incorrect Motor Received [#1733793] #p #p

Good Morning Scotty,

Thank you for your answer and thank for sending the photo, it seems incorrect cable is supplied, sorry for that.

I can send you the correct cable and after receiving this cable you can use this Becket motor.

Please you feedback.

Thanks a lot

Yours sincerely

Tea Evers

CustomerCenter | Team Reklamation



Awnings Patio roofs Glasoases®

weinor GmbH & Co. KG
Mathias-Brüggen-Straße 110
50829 Cologne (Germany)

Telephone: +49-221-59709-450

E-Mail: TEvers@weinor.de

www.weinor.com

Registered office of company:
Mathias-Brüggen-Straße 110, 50829 Cologne
Cologne district court (Amtsgericht Köln) HRA 5676

General partner:
weinor Beteiligungs GmbH
Mathias-Brüggen-Straße 110, 50829 Cologne
Cologne district court (Amtsgericht Köln) HRB 4661

Managing Director:
Thilo Weiermann, Walter Strässle

Von: Office@cpinteriors.ie

Gesendet: 13.07.2022 10:14

Betreff: RE: Chambers - Motor SO11389 - Incorrect Motor Received [#1733793] #p

Dear Tea

Thank you for your response.

have spoken to Ben who has advised on the following:

(Please see pic attached to this Email) – this is what we received. The white plug we cannot fit as it does not connect to the lead, for receiver/lights etc. it just physically will not go on.

What shall we do? Do you not have an original motor I sent previous, Somfy one in stock?

Many Thanks

Scotty

From: Tea Evers

Sent: Wednesday, 13 July 2022 07:34

To: Office

Subject: Chambers - Motor SO11389 - Incorrect Motor Received [#1733793] #p

Dear Scotty,

Thank you for your mail.

I would like to inform you that there was technical changes and we are sending Becker motors instead of Somfy WT motors, new Becker motors that you received has been supplied all necessary parts and it can be used in your old awning, this motor is sent with adapter and it is compatible with your awning, you can replace and use it without problem.

Please inform your installer Ben accordingly.

If you need further help with this issue we would be happy to help you and to give you additional information.

Yours sincerely

Tea Evers

CustomerCenter | Team Reklamation

[\[cid:image001.png@01D89692.DE7A2C90\]](#)

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Cologne district court (Amtsgericht Köln) HRB 4661

Managing Director:
Thilo Weiermann, Walter Strässle

Von: Office@cpinteriors.ie
Gesendet: 12.07.2022 11:07
Betreff: WG[trans]RE: Chambers - Motor SO11389 - Incorrect Motor Received

Dear Natia

Please see below:

We went to fit the replacement motor today for Chambers SO11389 – from original order 5603 Chambers

You advised on the below was what was required but my head installer Ben has advised the motor does not fit and is incorrect, but what we need is actually pictured below:

My customer is understandably disappointed and is asking us to get the correct part sent ASAP via air freight.
Please can you arrange to have the correct motor sent ASAP

Kind Regards
Scotty
CP Interiors

[\[cid:image002.png@01D895D5.66055DB0\]](#)

[\[cid:image001.png@01D895D5.82850D00\]](#)

From: Office
Sent: Monday, 13 June 2022 13:13
To: Natia Veliashvili (order@weinor.de)
Subject: RE: Chambers - Motor [#1712359] #p

Hi Natia

Can I please go ahead and order one of these?

Ref: SO11389 Chambers

Can I have this air freighted please as a priority order?
Please can you confirm cost of air freight/delivery and the order?

Kind Regards
Scotty
CP Interiors

From: Natia Veliashvili <nveliashvili@weinor.de>
Sent: Thursday, 9 June 2022 11:07
To: Office <office@cpinteriors.je>
Subject: RE: Chambers - Motor [#1712359] #p

Hello Leana

Please see attached

Meilleures salutations

Natia Veliashvili

CustomerCenter | Team Ticket

[[cid:image005.png@01D895D5.66055DB0](#)]

Stores Toits de terrasse Oasis de verre®

weinor GmbH & Co. KG
Mathias-Brüggen-Straße 110
50829 Cologne (Allemagne)
Tél:
0221-59709494
E-Mail:
Nveliashvili@weinor.de

https://linkprotect.cudasvc.com/url?a=https%3a%2f%2fwww.weinor.fr&c=E,1,4qlx-zavWYEEJn8CM89R46mpDyFDBfim1OMnIP6QJgg8CK-v_i9Xwyc4I6kNFrWP8aGwAvtWd5mEA3psZ-0mIG1EHIICK9IqMvwALEjnTF9AOiOs5bKN-MNMyCMc&typo=1

Siège de la société :
Mathias-Brüggen-Straße 110, 50829 Cologne
Tribunal d'instance de Cologne,
HRA (registre du commerce partie A) 5676

Associée commanditée :
weinor Beteiligungs GmbH
Mathias-Brüggen-Straße 110, 50829 Cologne
Tribunal d'instance de Cologne,
HRB (registre du commerce partie B) 4661

Gérant :
Thilo Weiermann, Walter Strässle

Von: Office@cpinteriors.ie
Gesendet: 09.06.2022 11:20
Betreff: RE: Chambers - Motor

Hi Will

Sorry to ask again, but my customer is phoning me at least daily.

Can I please ask you look in to this for me asap 😊

Thanks mate
Scotty

From: Office
Sent: Tuesday, 7 June 2022 08:43
To: WAbbott@weinor.de
Subject: Chambers - Motor

Good Morning Will,

I hope you are well.

We have a customer from 2010 we installed an awning. Ref: Chambers

Yesterday we had a call to say the awning would not retract. We assessed and discovered that the motor will need to be replaced.

Can you advise by the screenshot below as to which motor is required?

If you can, please can you provide me with a cost inc delivery to us here in Jersey and est lead time?

Many Thanks
Scotty
CP Interiors

[cid:image004.png@01D87BE9.E9C09B20]

Scotty

Scotty Ruderham
After Sales Customer Care

'cid:image005.jpg@01D87BE9.E9C09B20]

Tel: (01534) 768141

<https://linkprotect.cudasvc.com/url?a=https%3a%2f%2fwww.cpinteriors.ie&c=E.1.EJqG7wIav0hE4TEzi9209zEdYrQPu6qHZInMmS16qzqWqfTYPxUTuStyPewyqmkCiNXK5jZSgAXa532uv49dCIFnXw0QZMKhTkofQBX0K7LGvzEQuQ.&typo=1>

Rue Des Pres Trading Estate, St Saviour, Jersey, JE2 7QP

Blinds | Curtains | Awnings | Shutters | Furnishings | Interior Design | Project
Management</office@cpinteriors.je</nveliashvili@weinor.de