

Scott Ruderham

From: Customer Service @ Tropical <customerservice@tropicalblindsLtd.co.uk>
Sent: Friday, 3 February 2023 09:13
To: Scott Ruderham
Cc: chelsea@tropicalblindsLtd.co.uk; Rachel Allo
Subject: Re: SO13576 Briddon - Horizon E612 - Missing Rail

Follow Up Flag: Follow up
Flag Status: Completed

Good morning,

Apologies for the inconvenience this has caused, I have put a remake through for the correct colour track-anthracite.

Kind regards

Jemima Saunders
Customer Services Advisor

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

IMPORTANT NOTICE

This message and any files transmitted with it are confidential to the addressee. If you are not the intended recipient, any disclosure copying or distribution is prohibited and may be unlawful. You should notify the sender immediately and delete this message and any attachments without retaining a copy.

Please note that any views or opinions expressed in this message are solely those of the author and may not represent those of the Company. No liability is accepted by Tropical Blinds Limited for any loss or damage incurred through use of this e-mail.

Tropical Blinds Ltd is a limited company Registered in England No. 3184810
Registered Office: Units 6 & 7 Five Arches Business Estate, off Maidstone Road, Sidcup, Kent DA14 5AE

On Thu, 2 Feb at 3:02 PM , Scott Ruderham <scott@cpinteriors.je> wrote:
Hi Just to confirm it's a fascia/track not a pole.
Thanks

Scotty

From: Scott Ruderham
Sent: Thursday, 2 February 2023 14:47
To: CustomerService <customerservice@TropicalblindsLtd.co.uk>
Cc: Chelsea Gould <Chelsea@TropicalblindsLtd.co.uk>; Rachel Allo <rachel@cpinteriors.je>
Subject: FW: SO13576 Briddon - Horizon E612 - Missing Rail

Hi Jemima

We have an issue with this order you replaced for us.
I asked for Top Line Page 2 (pictured) – order conf attached. – as went missing in transit originally.



We have received the order, gone to fit and have received an ice white track



This has no relevance to the order.

We now have a pole we do not need any my client is waiting to move in to this flat.

Can you please send the correct pole as a a matter of urgency

To confirm we need the below



Regards
Scotty
CP Interiors

From: Scott Ruderham
Sent: Friday, 20 January 2023 13:46
To: Customer Service @ Tropical <customerservice@tropicalblindsLtd.co.uk>
Cc: Rachel Allo <rachel@cpinteriors.je>
Subject: RE: SO13576 Briddon - Horizon E612 - Missing Rail

Dear Jemima

Attached is the order

It is the top line from page 2

Regards
Scotty

From: Customer Service @ Tropical <customerservice@tropicalblindsLtd.co.uk>
Sent: Friday, 20 January 2023 13:32
To: Scott Ruderham <scott@cpinteriors.je>
Cc: Rachel Allo <rachel@cpinteriors.je>
Subject: Re: SO13576 Briddon - Horizon E612 - Missing Rail

Hello,

Apologies for the inconvenience caused, I am just confirming the reference. There are so many orders under 'Horizon' however none with 'E612' or 'SO13476'.

Could you please provide our order number?

Kind regards

Jemima Saunders
Customer Services Advisor

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

IMPORTANT NOTICE

This message and any files transmitted with it are confidential to the addressee. If you are not the intended recipient, any disclosure copying or distribution is prohibited and may be unlawful. You should notify the sender immediately and delete this message and any attachments without retaining a copy.

Please note that any views or opinions expressed in this message are solely those of the author and may not represent those of the Company. No liability is accepted by Tropical Blinds Limited for any loss or damage incurred through use of this e-mail.

Tropical Blinds Ltd is a limited company Registered in England No. 3184810
Registered Office: Units 6 & 7 Five Arches Business Estate, off Maidstone Road, Sidcup, Kent DA14 5AE

On Fri, 20 Jan at 11:58 AM , Scott Ruderham
<scott@cpinteriors.je> wrote:
Dear Tropical

We have received a large order of Horizon which is all accounted for apart from 1 x rail which we are missing

We are missing the large living room rail for SO13576 Briddon E612

We have checked all boxes and it is not here.

Can you please find out asap the situation please as to where this may be, as we need for fitting.

Kind Regards



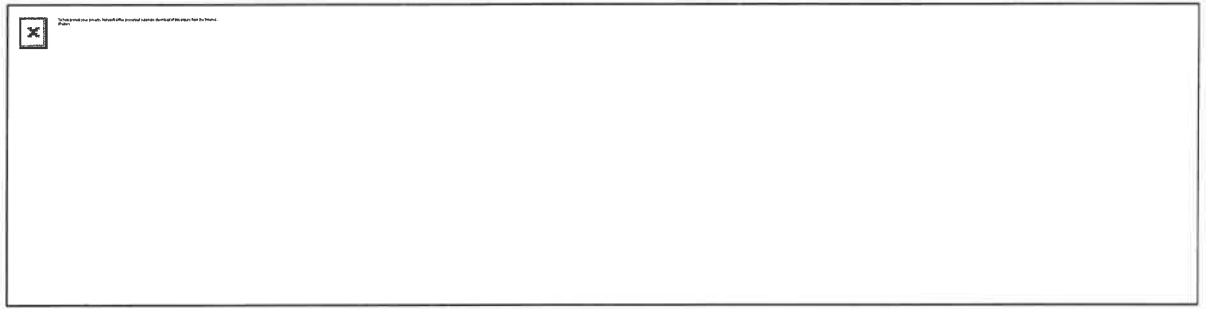
Scotty

Scotty Ruderham
Logistics/Customer Care

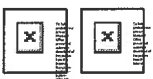


Tel: (01534) 768141 www.cpinteriors
Rue Des Pres Trading Estate, St Saviour, Jersey, JE:

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



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



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

Scanned by iCritical.

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

**Order Acknowledgement**

HORIZON E905

Cust Order No : SO13058 INGRAM
Order Date : 17/01/2023
Order No : 802734
Account Ref : CPS007
Despatch method : DHL Carrier 2 NEW
Delivery Date : 14/02/2023
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 2
Rue Des Pres Trading Estate
St Saviour
Jersey
JE2 7QN

Type	Colour	Width	Drop	Quantity	Unit Price	Disc %	Net
Allusion Wand Operated	Horizon Parchment A/F (L)	3150	3425	1	947.62	20	758.10
Vogue Channel with Tilt Ice White, Allusion Fabric Header Strip - Ivory, Wand Operated, Left Control, Left Bunch, Vogue T/F Brkt-Sprung-White, Blind is safe by design and requires no additional devices or warning labels					0.00		

Measurement:Recess Size Spec. Ins:

Install Height: Not Specified Location: Bed 1

Allusion Wand Operated	Horizon Parchment A/F (L)	2740	3270	1	706.41	20	565.13
Vogue Channel with Tilt Ice White, Allusion Fabric Header Strip - Ivory, Wand Operated, Right Control, Right Bunch, Vogue T/F Brkt-Sprung-White, Blind is safe by design and requires no additional devices or warning labels					0.00		

Measurement:Recess Size Spec. Ins:

Install Height: Not Specified Location: Liv

Allusion Wand Operated	Horizon Parchment A/F (L)	2875	3110	1	778.85	20	623.08
Vogue Channel with Tilt Ice White, Allusion Fabric Header Strip - Ivory, Wand Operated, Left Control, Left Bunch, Vogue T/F Brkt-Sprung-White, Blind is safe by design and requires no additional devices or warning labels					0.00		

Measurement:Recess Size Spec. Ins:

Install Height: Not Specified Location: Bed 2

If a Premium carriage service is requested (Pre Noon, Pre 10.30, Saturday or Saturday Pre Noon) the relevant charge will be applied to your invoice. Goods delivered to the following areas: Cornwall, Dyfed, Powys, Anglesey, Gwynedd, Scotland, Isle of Wight, Isle of Man, Isle of Scilly, Channel Isles, Northern Ireland and Republic of Ireland will be subject to a carriage charge as detailed on Page 2 of our trade price list. These carriage charges may not appear on your order acknowledgement but will be applied to your invoice

Net Price :	£1946.31
VAT :	£0.00
Total :	£1946.31