

28-10-22

Tropical

1x box Hern SO13119

1x box SO13241 APsey

(le make - foc) - headza: 15 x 2

1x box SO13795

Vasse

RECEIVED

28 OCT 2022

SCANNED

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 : SO13795 VASSE
Order Date : 18/10/2022
Order No : 786063
Account Ref : CPS007
Despatch method : DHL Carrier 2 NEW
Delivery Date : 25/10/2022
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
Intu 25mm Aluminium	TR0256 - 25mm Solid Slat	562	1025	2	81.35	10	146.43
Top Slider, Intu Head Rail - White, 25mm Ladder Braid - White, 0.8mm Cord - White, Intu Side Extrusion Type C - White, 19 - 27mm - No End Cap Spacer Req, Fascia Overhang Std (50mm), Blind is safe by design and requires no additional devices or warning labels					0.00		
Measurement: Glass Size Spec. Ins:							
Location: DOOR							
INVOICE SURCHARGE 3.5%				1	5.13		5.13
					0.00		

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 :	£151.56
VAT :	£0.00
Total :	£151.56

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Order Acknowledgement

Cust Order No : HERN SO13119
Order Date : 19/10/2022
Order No : 786402
Account Ref : CPS007
Despatch method : DHL Carrier 2 NEW
Delivery Date : 25/10/2022
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
Roller - With Cass H/box SW/Springle FR White R/F (L)		825	1180	1	78.42	51.92	49.62
32mm Roller Tube, Full Fasc Cas (70mm) White, Standard Brackets Req., Cass/Fasc Spring Top Bracket - White, Clear P.V.C. Bottom Rail - 5m, Right Hand Control, White, Continuous Metal Chain Silver, Reverse Roll, Cord or Chain Tidy - Clear (Louvolute)					24.80		
Measurement: Sidewinder R/Spec. Ins: fabric covered fascia							
Install Height: Not Specified Location: STORE							
INVOICE SURCHARGE 3.5%				1	1.74		1.74
					0.00		

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Net Price :	£51.36
VAT :	£0.00
Total :	£51.36

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Sidcup
Kent DA14 5AE
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**Order Acknowledgement**

Cust Order No : APSEY SO13241/REMAKE
Order Date : 18/10/2022
Order No : 786194
Account Ref : CPS007
Despatch method : DHL Carrier 2 NEW
Delivery Date : 25/10/2022
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
Benthin 89mm Motorised Headrail Only	White	1000	2490	1	71.21	100	0.00
Benthin Track - White, Right Bunch, Fix Bracket - Oval Hole, raised - 37mm White, Blind is safe by design and requires no additional devices or warning labels					0.00		
IQ2 Motor RTS Measurement: B/S Width R/S Drop. Ins: Install Height: Not Specified Location: Ground Floor Bed					0.00		
Benthin 89mm Motorised Headrail Only	White	1000	2490	1	71.21	100	0.00
Benthin Track - White, Left Bunch, Fix Bracket - Oval Hole, raised - 37mm White, Blind is safe by design and requires no additional devices or warning labels					0.00		
IQ2 Motor RTS Measurement: B/S Width R/S Drop. Ins: Install Height: Not Specified Location: Ground Floor Bed					0.00		

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

Scott Ruderham

From: Sam Barra <samb@TropicalblindsLtd.co.uk>
Sent: Tuesday, 18 October 2022 09:45
To: Office
Subject: RE: SO13241 APSEY Head Rails

Follow Up Flag: Follow up
Flag Status: Completed

Good morning, Scotty

We will process these as FOC however we would like to have the originals back for the motors, would it be possible to put them to one side and your rep Amanda will collect them next time she is with you?

Kind Regards

Sam Barra
Customer Services Advisor



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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: Office <Office@cpinteriors.je>
Sent: 17 October 2022 16:06
To: Sam Barra <samb@Tropicalblindsltd.co.uk>
Subject: RE: SO13241 APSEY Head Rails

Hi Sam

Thank you for actioning so quickly.
Please can you confirm these will be FOC

Kind Regards
Scotty

From: Sam Barra <samb@Tropicalblindsltd.co.uk>
Sent: Monday, 17 October 2022 16:05
To: Office <Office@cpinteriors.je>
Subject: RE: SO13241 APSEY Head Rails

Good afternoon, Scotty

I am sorry again for this and for the inconvenience caused.

A remake has been raised and passed through to the processing team to be put into production.

The despatch date for this will be scheduled for as soon as possible.

Kind Regards

Sam Barra
Customer Services Advisor



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From: Office <Office@cpinteriors.je>
Sent: 17 October 2022 13:05
To: Sam Barra <samb@Tropicalblindsltd.co.uk>
Subject: RE: SO13241 APSEY Head Rails

Hi Sam

Thanks for the reply

Yes we need both tracks re made please

Kind Regards
Scotty

From: Sam Barra <samb@Tropicalblindsltd.co.uk>
Sent: Monday, 17 October 2022 12:44
To: Office <Office@cpinteriors.je>
Subject: RE: SO13241 APSEY Head Rails

Good afternoon, Scotty

Thank you for the videos provided, I can see from one video that the louvers are not turning but they appear to be turning in the second video.

Please can I confirm that it is a remake of both blind tracks that you require?

Kind Regards

Sam Barra
Customer Services Advisor



Tropical Blinds Limited
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off Maidstone Road
Sidcup
Kent
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From: Office <Office@cpinteriors.ie>
Sent: 17 October 2022 08:44
To: Sam Barra <samb@TropicalblindsLtd.co.uk>
cc: Adrian Colston-Weeks <Adrian@cpinteriors.ie>
Subject: RE: SO13241 APSEY Head Rails

Hi Sam

Please see attached videos of the issue with the vertical head rails. As explained when sent back, the limits were not adjusted.

Please can you review and advise on the foc replacements to be made.

Thanks
Scotty

From: Sam Barra <samb@TropicalblindsLtd.co.uk>
Sent: Wednesday, 12 October 2022 08:26
To: Office <Office@cpinteriors.ie>
Subject: RE: SO13241 APSEY Head Rails

Good morning, Scotty

I am sorry again for this and for the inconvenience caused.

Please can you provide a video of the blinds to show how they are working incorrectly for the processing department?

Kind Regards

Sam Barra
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

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From: Office <Office@cpinteriors.ie>
Sent: 11 October 2022 16:23
To: Sam Barra <samb@Tropicalblindsltd.co.uk>
Cc: Adrian Colston-Weeks <Adrian@cpinteriors.ie>
Subject: SO13241 APSEY Head Rails

Hi Sam

I have spoken to the team on site and the customer has insisted the blinds remain up as they have been without for so long.
We are not in a position to send them back to you.

Can you please send us 2 x new head rails. The original order is below.
Last time I spoke to Phoebe, I asked for the sizes to be made to: **1000 x 2490mm. We need them sent at these sizes please !**

Can you please send us these ASAP FOC with the limits set correctly please?

I look forward to hearing from you.

Kind Regards

Location: Ground Floor Bed							
Bentlin 88mm Vertical Motorised Romany BO FR Light Grey 88mm (L)	1080	2490	1	233.16	51.92	368.20	
Bentlin Track - White, 88mm Louvre Top Hangers - Clear, Right Bunch, Fix Bracket - Oval Hole, r/lead - 37mm White, 88mm Plastic Ballast Weight - White, 88mm Plastic Stabilizing Chain - White, Blind is safe by design and requires no additional devices or warning labels				21.53			
IC2 Motor RTS							
Measurement: Recess Size	Spec. Ins:			246.75			
Install Height: Not Specified	Location: Ground Floor Bed						
Location: Ground Floor Bed							
Bentlin 88mm Vertical Motorised Romany BO FR Light Grey 88mm (L)	1080	2490	1	233.16	51.92	368.20	
Bentlin Track - White, 88mm Louvre Top Hangers - Clear, Left Bunch, Fix Bracket - Oval Hole, r/lead - 37mm White, 88mm Plastic Ballast Weight - White, No Stabilizing Chain Plac, Blind is safe by design and requires no additional devices or warning labels				21.53			
IC2 Motor RTS							
Measurement: Recess Size	Spec. Ins:			245.75			
Install Height: Not Specified	Location: Ground Floor Bed						

Scotty

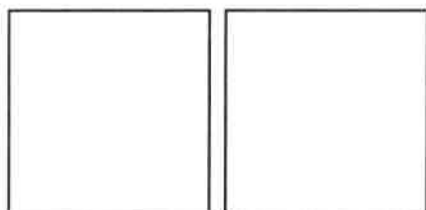
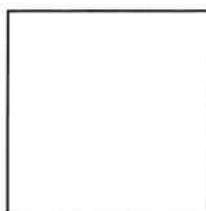
Scotty
Ruderham

Logistics/Customer Care



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

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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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