

Scott Ruderham

From: Phoebe Phillips <Phoebe@TropicalblindsLtd.co.uk>
Sent: Friday, 10 February 2023 16:58
To: Scott Ruderham
Cc: Vicky Gayle; Rachel Allo; Ben Reed
Subject: RE: SO14010 Le Cornu Horizon E410

Follow Up Flag: Follow up
Flag Status: Completed

Hi Scotty,

No problem, I will put this through. Hope you have a lovely weekend to!

Kind Regards

Phoebe Phillips

Head of Customer Services



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: 10 February 2023 16:57

To: Phoebe Phillips <Phoebe@TropicalblindsLtd.co.uk>

Cc: Vicky Gayle <Vicky@TropicalblindsLtd.co.uk>; Rachel Allo <rachel@cpinteriors.je>; Ben Reed <Ben@cpinteriors.je>

Subject: RE: SO14010 Le Cornu Horizon E410

Hi Phoebe

Client is happy with white, please proceed 😊

Have a nice weekend

Scotty

From: Scott Ruderham

Sent: Friday, 10 February 2023 16:23

To: Phoebe Phillips <Phoebe@TropicalblindsLtd.co.uk>

Cc: Vicky Gayle <Vicky@TropicalblindsLtd.co.uk>; Rachel Allo <rachel@cpinteriors.je>; Ben Reed <Ben@cpinteriors.je>

Subject: RE: SO14010 Le Cornu Horizon E410

Hi phoebe

Can we just hold fire. Need to double check my client is ok with white.

I will confirm by 5pm

Thanks

Scotty

From: Phoebe Phillips <Phoebe@TropicalblindsLtd.co.uk>

Sent: Friday, 10 February 2023 16:22

To: Scott Ruderham <scott@cpinteriors.je>

Cc: Vicky Gayle <Vicky@TropicalblindsLtd.co.uk>; Rachel Allo <rachel@cpinteriors.je>; Ben Reed <Ben@cpinteriors.je>

Subject: RE: SO14010 Le Cornu Horizon E410

Hi Scotty,

Yes of course, I will remake them in white.

Kind Regards

Phoebe Phillips

Head of Customer Services



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From: Scott Ruderham <scott@cpinteriors.ie>

Sent: 10 February 2023 16:17

To: Phoebe Phillips <Phoebe@Tropicalblindsltd.co.uk>

Cc: Vicky Gayle <Vicky@Tropicalblindsltd.co.uk>; Rachel Allo <rachel@cpinteriors.ie>; Ben Reed <Ben@cpinteriors.ie>

Subject: RE: SO14010 Le Cornu Horizon E410

Hi Phoebe.

Thanks for this.

My sales manager has said we will be asking clients to go for the white head rails from now on. Is there any chance these can be re made in white instead of the brushed silver please?

Thanks
Scotty

From: Phoebe Phillips <Phoebe@TropicalblindsLtd.co.uk>
Sent: Friday, 10 February 2023 16:16
To: Scott Ruderham <scott@cpinteriors.ie>
Cc: Vicky Gayle <Vicky@TropicalblindsLtd.co.uk>; Rachel Allo <rachel@cpinteriors.ie>; Ben Reed <Ben@cpinteriors.ie>
Subject: RE: SO14010 Le Cornu Horizon E410

Good afternoon Scotty,

Apologies again for the inconvenience caused. I will put these 3x tracks through for you for as soon as possible.

Kind Regards

Phoebe Phillips

Head of Customer Services



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From: Scott Ruderham <scott@cpinteriors.ie>

Sent: 10 February 2023 15:55

To: CustomerService <customerservice@TropicalblindsLtd.co.uk>; Order <Order@TropicalblindsLtd.co.uk>

Cc: Vicky Gayle <Vicky@TropicalblindsLtd.co.uk>; Phoebe Phillips <Phoebe@TropicalblindsLtd.co.uk>; Rachel Allo <rachel@cpinteriors.ie>; Ben Reed <Ben@cpinteriors.ie>

Subject: SO14010 Le Cornu Horizon E410

Dear Tropical

We have 3 more of the rails today, 'brushed silver'

Ref: SO14010 Le Cornu E410

All three of the rails are jamming and not operated as they should, same as others this week.

This is will hopefully be the last issue we encounter as our installations for this sector are almost complete.

Can you please issue 3 re makes for this rails as a matter of urgency?

Kind Regards

Scotty

Scotty Ruderham
Logistics/Customer Care



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