

Scott Ruderham

From: Customer Service @ Tropical <customerservice@tropicalblindsLtd.co.uk>
Sent: Wednesday, 19 April 2023 14:28
To: Scott Ruderham
Cc: phoebe@tropicalblindsLtd.co.uk; Adrian Colston-Weeks
Subject: Re: SO14078 Macdonald - 2 x rollers - issue with Roller Bars

Good afternoon Scotty

I am sorry for this and for the inconvenience caused.

Please can you provide any images of this for the processing records?

We believe that the rollers are most likely bowing due to the width of the blinds and the weight of the fabric. Remakes have been raised of the rollers with 45mm roller tubes, please be advised that these will be different to the narrower blind on the order which is on a 32mm tube.

I shall also make sure that the required crown and drive set is sent for the larger tubes, please be advised that the motors would need to be swapped over from the originals.

Please be advised that we recommend that rollers over 2.5m wide are manufactured on 45mm tubes, this is not something that is changed automatically only a recommendation so may be worth bearing in mind when ordering online.

Kind Regards

Sam Barra
Customer Services Advisor

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On Wed, 19 Apr at 12:07 PM , Scott Ruderham <scott@cpinteriors.je> wrote:
Dear Tropical

Can you please help ref the order acknowledgement below – products we have fitted
Ref: SO14078 Macdonald – Horizon E112

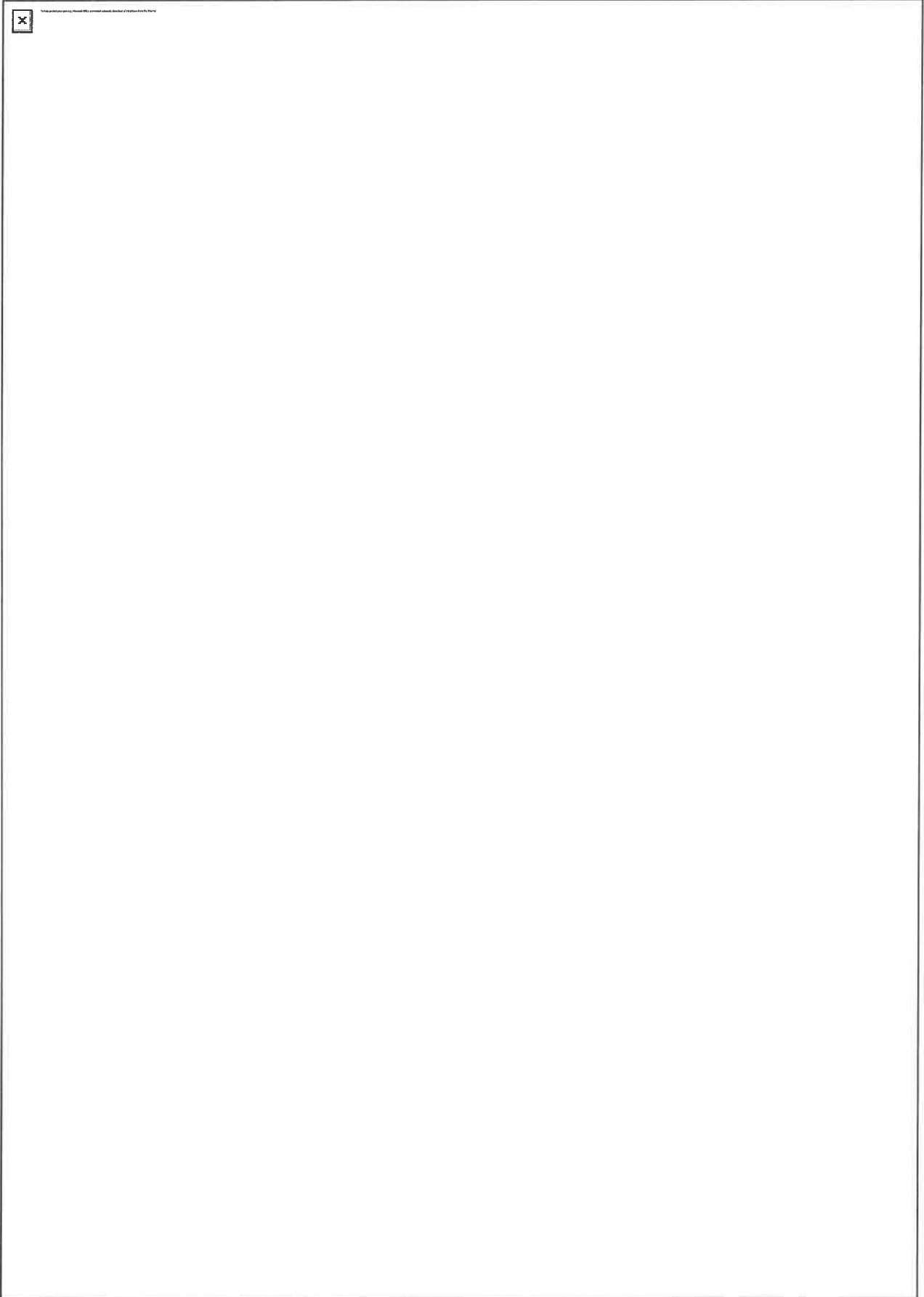
The 2 large roller blinds as below – Bed 1, Bed 2 have the ' smiling effect '
The roller bar is not strong enough to support the weight of the fabric, which is causing this. Our client reported this to us and we have investigated on site and agree this is what is causing this.

Can these blinds be re-made with larger roller bars, same size?

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We have already had a problem with this order, with the smaller bed roller blind where the fabric was flawed and it had to be re-made.

I look forward to hearing from you.



Scotty

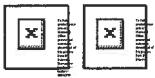
Scotty Ruderham
Logistics/Customer Care





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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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