

TOPICAL

1 x Parcel 2 x BLINDS
Horizon 112 Macdonalds
5014078

Asswed 25-5-23

FOC

REMARKS

RECEIVED

25 MAY 2023

ANNED □

Scott Ruderham

From: Customer Service @ Tropical <customerservice@tropicalblindsltd.co.uk>
Sent: Thursday, 4 May 2023 12:01
To: Scott Ruderham
Cc: order@tropicalblindsltd.co.uk; phoebe@tropicalblindsltd.co.uk; Adrian Colston-Weeks
Subject: Re: SO14078 Macdonald - 2 x rollers - issue with Roller Bars

Good morning Scotty

I am sorry 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.

Please be advised that all blinds leaving us are quality checked and these would not have left us in this manner. We would advise that this would be something that has occurred after leaving the factory. I shall ask the factory to pack these blinds extra securely and photograph the blinds before they leave to show the manner in which they were sent out.

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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Registered Office: Units 6 & 7 Five Arches Business Estate, off Maidstone Road, Sidcup, Kent DA14 5AE

On Thu, 4 May at 9:44 AM , Scott Ruderham <scott@cpinteriors.je> wrote:
Good Morning Tropical

Please can you review the photos attached and the order for the remakes you provided for order:
SO14078 Macdonald

The 2 x rollers re made both arrived with flawed fabric. Marks and creases which are unremovable. The client is rather unhappy as this is now the third attempt we will be going for. Can you please action immediate re makes and ensure the QC dept has checked over thoroughly as we cannot afford another disappointment for our client.

Many Thanks
Scotty

CP Interiors

From: Customer Service @ Tropical <customerservice@tropicalblindsLtd.co.uk>
Sent: Wednesday, 19 April 2023 14:28
To: Scott Ruderham <scott@cpinteriors.je>
Cc: phoebe@tropicalblindsLtd.co.uk; Adrian Colston-Weeks
<Adrian@cpinteriors.je>
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 baring 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 '

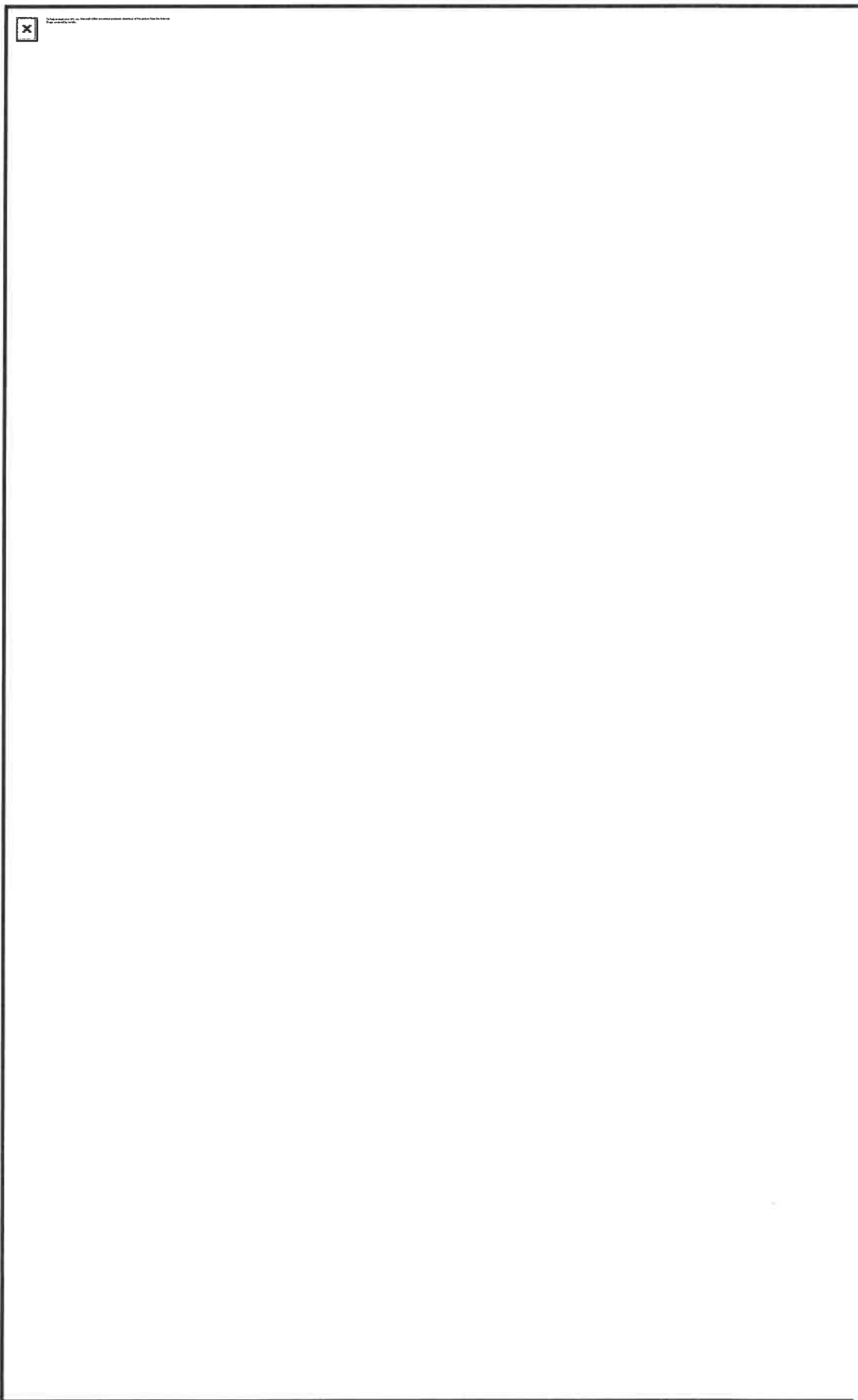
The roller bar is not strong enough to support the weight of the fabric, which is causing this. Our client reported this to us and we have investigated on site and agree this is what is causing this.

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

 <small>The image cannot be displayed. Your computer may not have enough memory to open the image, or the image may have been deleted. Restart your computer and try again.</small>
 <small>The image cannot be displayed. Your computer may not have enough memory to open the image, or the image may have been deleted. Restart your computer and try again.</small>

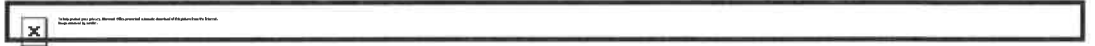
We have already had a problem with this order, with the smaller bed roller blind where the fabric was flawed and it had to be re-made.

I look forward to hearing from you.



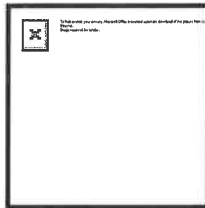
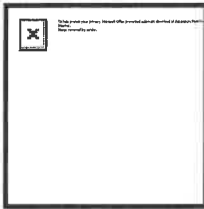
Scotty

Scotty Ruderham
Logistics/Customer Care

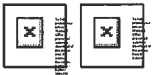


Tel: (01534) 768141 www.cpinteriors.com
Rue Des Pres Trading Estate, St Saviour, Jersey, JE1 1AA

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



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Tropical Blinds Ltd

Unit 6 and 7 Five Arches Business Est
off Maidstone Road
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Kent DA14 5AE
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F: 020 8269 6401

**Order Acknowledgement**

Cust Order No : HORIZONE112MACDONALDSO
Order Date : 04/05/2023
Order No : 823404
Account Ref : CPS007
Despatch method : DHL Carrier 2 NEW
Delivery Date : 09/05/2023
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 3
Rue Des Pres Trading Estate
St Saviour
Jersey
Channel Islands
JE2 7QN

Type	Colour	Width	Drop	Quantity	Unit Price	Disc %	Net
Roller - Somfy Sonesse Ultra 30 RTS 2nm LI ION Motor, Not Required, No Hub Required Not Required, 45mm Roller Tube, Clear P.V.C. Bottom Rail - 5m, Blind is safe by design and requires no additional devices or warning labels	White	2770	2390	1	310.62	100	0.00
Sonesse Ultra 30 WF RTS 2nm LI ION Motor, Not Required, No Hub Required					0.00		
Measurement:Blind Size Spec. Ins: NO MOTOR needed SEND CROWN/DRIVE 45MM CODE 9025811 (O.520.0015)							
Install Height: Not Specified Location: Bed 1							
Roller - Somfy Sonesse Ultra 30 RTS 2nm LI ION Motor, Not Required, No Hub Required Customers Own Charger, 45mm Roller Tube, Clear P.V.C. Bottom Rail - 5m, Blind is safe by design and requires no additional devices or warning labels	White	2750	2390	1	310.62	100	0.00
Sonesse Ultra 30 WF RTS 2nm LI ION Motor, Not Required, No Hub Required					0.00		
Measurement:Blind Size Spec. Ins: NO MOTOR needed SEND CROWN/DRIVE 45MM CODE 9025811 (O.520.0015)							
Install Height: Not Specified Location: Bed 2							

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