

Premier ctwice
Assigned 10-10-23

Playhouse Bed 2
BED 1
2x Boxes

Peak BED 1
5014016

5014288 Alteration

RECEIVED

10 OCT 2023

SCANNED

Scott Ruderham

From: Tamara Lopez-Dominguez
Sent: Wednesday, 16 August 2023 17:08
To: emma
Cc: Scott Ruderham
Subject: RE: SO14016Q2 Pead

- Voile Demake

x 2nd attempt

Follow Up Flag: Follow up
Flag Status: Completed

Hi Emma,

Thank you for your quick response and for looking into it.

We will order the fabric right away.

Please do let us know if you need us to send any additional information. Many thanks.

Kind Regards

Tamara
Lopez-Dominguez

Interior Design Advisor
tamara@cpinteriors.ie



Unit 28 Rue Des Pres Trading Estate
St Saviour
Jersey
JE2 7QN
01534 768141 | www.cpinteriors.ie
 



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From: emma <emma.n@premierchoice.co.uk>
Sent: Wednesday, August 16, 2023 3:53 PM
To: Tamara Lopez-Dominguez <Tamara@cpinteriors.je>
Subject: RE: SO14016Q2 Pead

Hi Tamara

I have had a look and they haven't added any spring back to the rail size, and they have done the pleats and spaces completely different. If you can re-send the fabric and we will remake this. Please send invoice for the fabric and I will get this credited back to you

Sorry for any inconvenience this may cause.

Emma

From: Tamara Lopez-Dominguez <Tamara@cpinteriors.ie>
Sent: Wednesday, August 16, 2023 3:12 PM
To: emma <emma.n@premierchoice.co.uk>
Cc: Scott Ruderham <scott@cpinteriors.ie>
Subject: FW: SO14016Q2 Pead

Hi Emma,

As per our conversation, please see below the email trail regarding the remake.

Attached is also the form we sent with the original measurements.

Our fitter counted and measured the pleats on both the original one and the remake:

- Original one: 14x pleats at 100mm
- Remake: 10x pleats at 120mm

He has advised he struggled to fit it as it was way too tight and as you can see, there are big gaps on the ends (please see attached).

We have got the original one with us now.

If you could please advise, that would be greatly appreciated.

Kind Regards

Tamara
Lopez-Dominguez

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tamara@cpinteriors.ie



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From: Tamara Lopez-Dominguez
Sent: Thursday, July 6, 2023 9:15 AM
To: Dawn <Dawn@premierchoice.co.uk>
Subject: RE: SO14016Q2 Pead

Hi Dawn,

Thank you very much for trying to get this sorted for us.

We appreciate what you are saying and the gesture of good will.

I will order the fabric right away. We will be sending 3.6m of fabric as per the original quote.

Many thanks again.

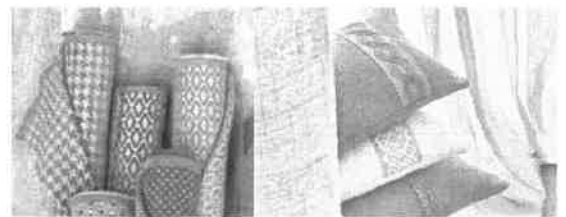
Kind Regards

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From: Dawn <Dawn@premierchoice.co.uk>
Sent: Thursday, July 6, 2023 8:25 AM
To: Tamara Lopez-Dominguez <Tamara@cpinteriors.je>
Subject: RE: SO14016Q2 Pead

Hi Tamara

I have spoken to Lesley. We honestly cannot see how the voiles would have got through the QC inspection with that very large tear, and wonder if is possible that it got caught in a hook when being unpacked?

As a gesture of goodwill we would remake the voiles free of charge for you if you could supply the replacement fabric?

Could you please pop a copy of the order over to me so I can get these booked in for you for when the replacement fabric arrives?

Kind regards

Dawn

Dawn Edis
Customer service manager
Premierchoice Ltd
01945 589558

From: Tamara Lopez-Dominguez <Tamara@cpinteriors.ie>
Sent: Wednesday, July 5, 2023 1:49 PM
To: Dawn <Dawn@premierchoice.co.uk>
Subject: RE: SO14016Q2 Pead

Thank you , Dawn.

Kind Regards

Tamara
Lopez-Dominguez

Interior Design Advisor
tamara@cpinteriors.ie



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From: Dawn <Dawn@premierchoice.co.uk>
Sent: Wednesday, July 5, 2023 1:32 PM
To: Tamara Lopez-Dominguez <Tamara@cpinteriors.ie>
Subject: FW: SO14016Q2 Pead

Hi Tamara

I'm really sorry, Ray is on holiday too. I will speak to Lesley our director and come back to you as soon as I can.

Kind regards

Dawn

Dawn Edis
Customer service manager
Premierchoice Ltd
01945 589558

From: Dawn
Sent: Wednesday, July 5, 2023 12:50 PM
To: Tamara Lopez-Dominguez <Tamara@cpinteriors.ie>
Subject: RE: SO14016Q2 Pead

Hi Tamara

I'm afraid Donna is still absent. I will speak to Ray regarding this and come back to you as soon as possible.

Kind regards

Dawn

Dawn Edis
Customer service manager
Premierchoice Ltd
01945 589558

From: Tamara Lopez-Dominguez <Tamara@cpinteriors.ie>
Sent: Wednesday, July 5, 2023 12:18 PM
To: Dawn <Dawn@premierchoice.co.uk>
Cc: Donna Coleman <DonnaC@premierchoice.co.uk>; Scott Ruderham <scott@cpinteriors.ie>
Subject: RE: SO14016Q2 Pead

Hi Dawn,

I was wondering if you had had the chance to speak with Donna regarding the below. Many thanks.

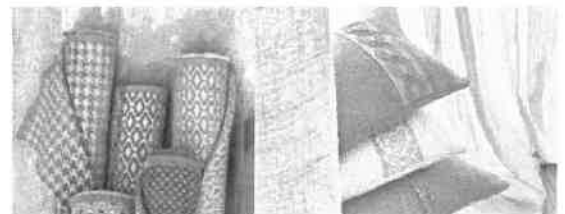
Kind Regards

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From: Dawn <Dawn@premierchoice.co.uk>
Sent: Monday, July 3, 2023 3:31 PM
To: Tamara Lopez-Dominguez <Tamara@cpinteriors.ie>
Cc: Donna Coleman <DonnaC@premierchoice.co.uk>
Subject: FW: SO14016Q2 Pead

Hi Tamara

Many thanks for your email and photos. I will ask Donna to give you a call in the morning asap to discuss this issue.

Kind regards

Dawn

Dawn Edis
Customer service manager
Premierchoice Ltd
01945 589558

From: Tamara Lopez-Dominguez <Tamara@cpinteriors.ie>
Sent: Monday, July 3, 2023 3:25 PM
To: Dawn <Dawn@premierchoice.co.uk>
Subject: FW: SO14016Q2 Pead

Hello Dawn,

In Donna's absence, could you please advise regarding the below? Many thanks.

Kind Regards

Tamara
Lopez-Dominguez

Interior Design Advisor
tamara@cpinteriors.ie



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From: Tamara Lopez-Dominguez
Sent: Monday, July 3, 2023 3:19 PM
To: Donna Coleman <DonnaC@premierchoice.co.uk>
Cc: Leeana Taft <Leeana@cpinteriors.ie>; Scott Ruderham <scott@cpinteriors.ie>
Subject: SO14016Q2 Pead

Hi Donna,

I hope you are well.

We have received these voiles from you and have found a very large fault on the fabric (please see attached). I will try to get some more photos and send them to you.

In the meantime, I have requested some more fabric is sent to you based on the initial amount ordered, to have it remade.

Looking forward to hearing from you.

Kind Regards

Tamara
Lopez-Dominguez

Interior Design Advisor
tamara@cpinteriors.je



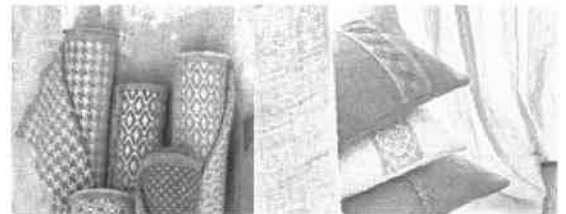
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