



Delivery address 0010658057
C P Interiors
La Rue Des Pres Trading Estate
Jersey
JE2 7QN

Delivery note 0853454799



Invoice to 0010658057
C P Interiors
La Rue Des Pres Trading Estate
Jersey
JE2 7QN

Ordered by 0010658057
C P Interiors
La Rue Des Pres Trading Estate
Jersey
JE2 7QN

Your reference VELUX order number
 5024889074/12.06.2023
 Shipping date Incoterms
 15.06.2023 DDP

Your order number
 SO14602/SO14637
 Handled by
 DXFREIGHT

Pos	Material	Description	EAN 13 number	Delivered quantity
10	DKL M04 1085S	Blackout blind, beige	5702325155292	1 PC

Gross weight	Volume	Total
1.385 KG	0.007 M3	1 PC

PRODUCT ABBREVIATIONS
 C/P - CENTRE PIVOT
 POLY - POLYURETHANE
 VENT - VENTILATION
 ELEC - ELECTRIC
 ESC/ACC - ESCAPE ACCESS

LACO - LACQUERED
 AUTO - AUTOMATIC
 R/H - RIGHT HUNG
 L/H - LEFT HUNG

VERT. - VERTICAL
 T/H - TOP HUNG
 SYS. - SYSTEM
 FLASH - FLASHING

PLEASE NOTE: You will find Declaration of Performance (DOP) for our products under the Construction Product Regulation by accessing the following web link:
http://www.velux.co.uk/private/products/certification/ce_marking

VELUX Company Ltd

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 GLENROTHES KY7 4ND

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Nordea Bank Finland
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 NDEAGB2LXXX

Scott Ruderham

From: customer.support@velux.co.uk
Sent: Monday, 12 June 2023 19:14
To: Scott Ruderham
Cc: Rachel Allo
Subject: Re: [Ticket: 7689221] FW: Damaged velux

Good Evening Scotty

Thank you for contacting VELUX.

We are very sorry to hear that this blind from our order 5024783055 was delivered in this condition.

I have raised a new order for a replacement and expected delivery to you is 22/06 our order number is 5024889074.

I have also raised a credit for the damaged blind. Can you please dispose of it as we do not require to have it returned.

Please do not hesitate to contact us for further assistance.

Kind Regards,

Carol Cormack

VELUX Customer Services

VELUX Company Ltd

Woodside Way
Glenrothes
Fife
KY7 4ND

Contact Centre Opening Hours: Mon - Fri 08:30 - 16.30

UK Direct Line: +44 (0) 1592 778 225 ROI Direct Line: +353 (0) 1816 1620

e-mail: customer.support@velux.co.uk

Looking for further inspiration and even more choices?

Browse the 2023 VELUX® brochure

UK [here](#)

ROI [here](#)

Please consider your environmental responsibility - think before you print!

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VELUX Company Ltd. is registered in Scotland (number 70286) at Woodside Way, Glenrothes, Fife, KY7 4ND.

From: scott@cpinteriors.je
Sent: June 07, 2023 11:52:42
To: customer.support@velux.co.uk
CC: rachel@cpinteriors.je
Subject: FW: Damaged velux

Attention! This message originated outside of VELUX.

Dear Velux

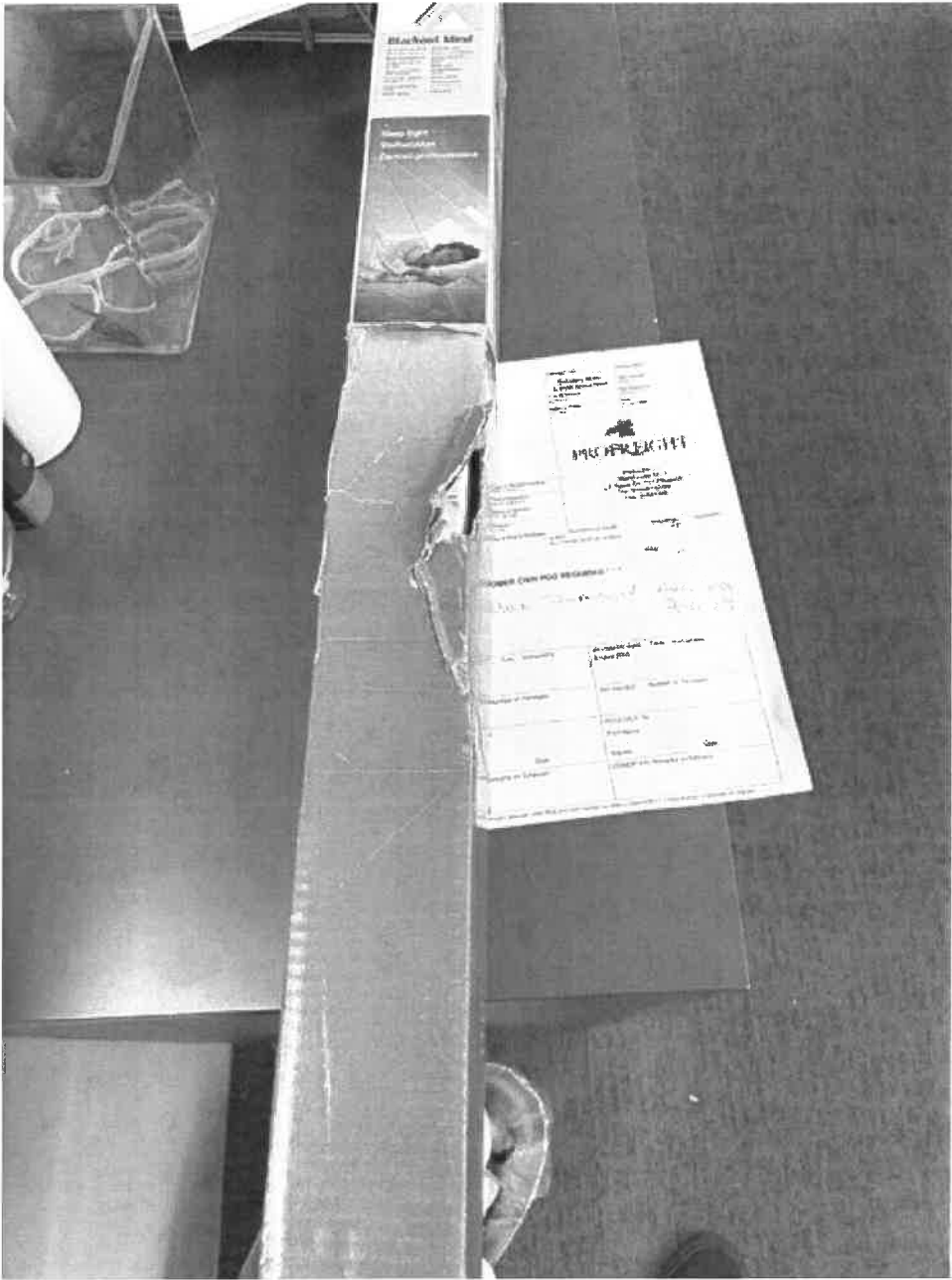
Please can you review the photos below of a damaged velux blind that arrived to us just this morning

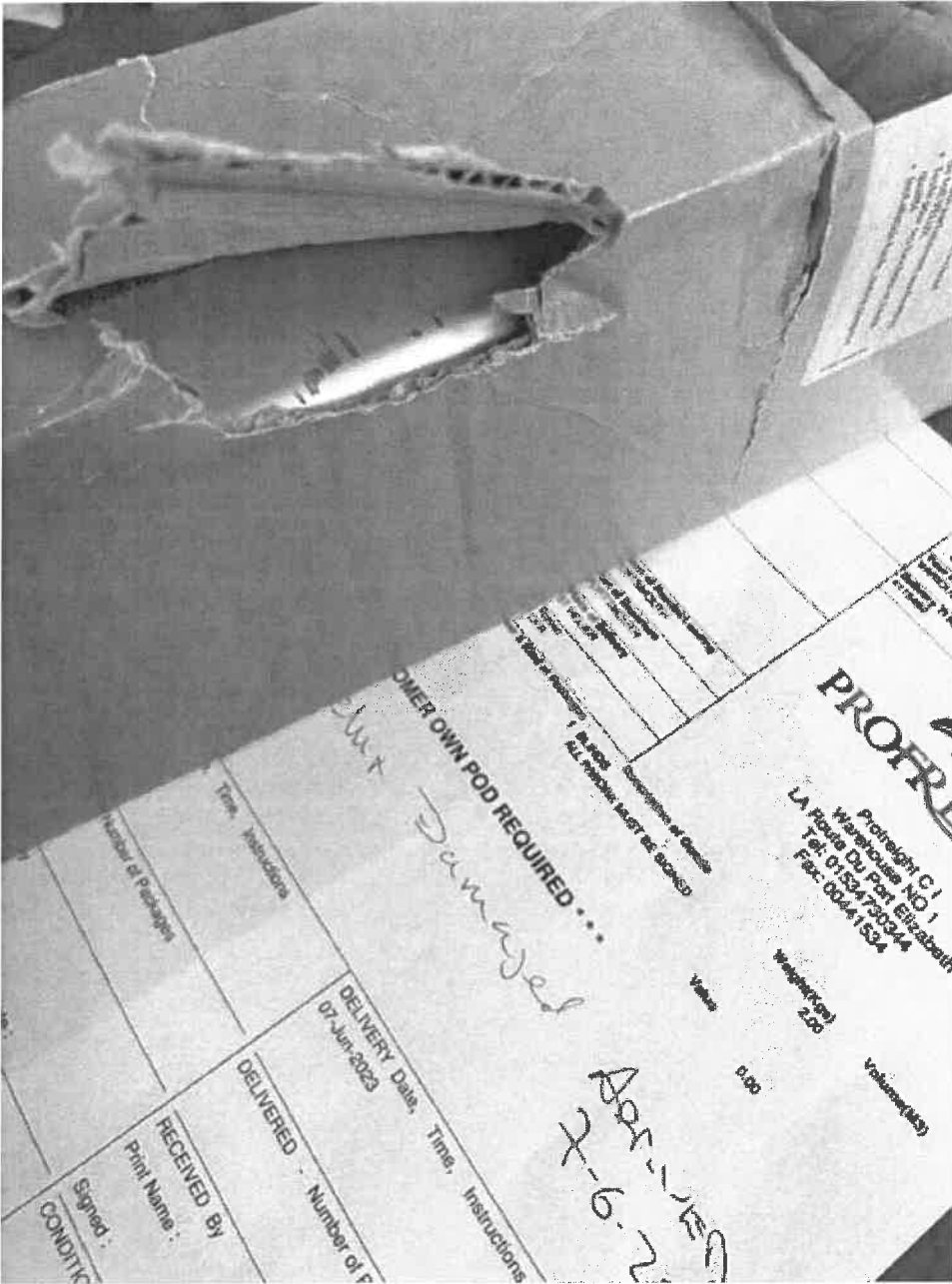
Ref: SO14637 Rebourg.

It is badly scratched and will require a re make at not our cost.

Many Thanks
Scotty

CP interiors





Sent from my iPhone