

25-8-23

Ransom

1x BOX

3014851

Samphire

RECEIVED

25 AUG 2023

SCANNED



## Scott Ruderham

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**From:** Ereps Service account (Support) <reply-only@renson.be>  
**Sent:** Tuesday, 25 July 2023 09:30  
**To:** Office  
**Subject:** Receipt confirmation service request - ticket number 60509 - WebID 825111

**Follow Up Flag:** Follow up  
**Flag Status:** Completed

2014851  
Samphuc

##- Please type your reply above this line -##

Dear Customer,

We have received your service request well and will process it as soon as possible. We will keep you regularly informed about the status of your service request.

Status types:

- Open: a service agent will analyze your request.
- Pending for analysis: after an initial analysis it appears that further investigation by our Product Experts is needed.
- Pending for intervention: the planning department contacts the owner to establish an intervention.
- Solved : A solution or conclusion has been formulated. If necessary, a proposal for intervention was made and the necessary material was ordered.

If you have any questions or would like to add items to this request, please feel free to respond to the latest communication about this ticket. For other questions you can always contact your Renson contact person.

It is currently very busy in the complaints department, we have registered your complaint well and it will certainly be taken up by a member of staff. Some delay is possible, thank you in advance for your understanding.

Best Regards,  
The Renson service team

This email is a service from Renson Service. Delivered by [Zendesk](#)

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## Scott Ruderham

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**From:** Ereps Service account (Support) <reply-only@renson.be>  
**Sent:** Wednesday, 26 July 2023 15:13  
**To:** Office  
**Subject:** [Renson Service] Re: screens/top priority/CP Interiors/SO14851 Samphire

##- Please type your reply above this line -##

Your request (60509) has been updated. To add additional comments, reply to this email.



**Maud Zimmer**

Jul 26, 2023, 16:12 GMT+2

Maud Zimmer (26-7-2023 16:12:11):

Hi Sophie  
much appreciated

please proceed - thanks for your help  
Scott

User: Maud Zimmer

Message: <https://www.renson-ereps.com:443/OrderAnnexPage.aspx?AnnexID=9673395>



**Sophie Lampens (Renson Service)**

Jul 26, 2023, 16:09 GMT+2

Hi Scott,

Herewith we can offer the following:

1 set of reinforced band produced on a length of 12.548mm -> net price € 198,04

Thank you for your confirmation by return if we can take this in order.

Best regards  
Sophie

Renson Service



**Maud Zimmer**

Jul 26, 2023, 15:41 GMT+2

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Maud Zimmer (26-7-2023 15:40:41):

Hi Sophie

just had another look at link and yes it looks like that one!

thanks

User: Maud Zimmer

Message: <https://www.renson-ereps.com:443/OrderAnnexPage.aspx?AnnexID=9673322>

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**Maud Zimmer**

Jul 26, 2023, 15:18 GMT+2

Maud Zimmer (26-7-2023 15:18:33):

sophie - can you send to my email please, as cannot open link / attachment

[scott@cpinteriors.je](mailto:scott@cpinteriors.je)

thanks scott

User: Maud Zimmer

Message: <https://www.renson-ereps.com:443/OrderAnnexPage.aspx?AnnexID=9673280>

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**Sophie Lampens (Renson Service)**

Jul 26, 2023, 15:16 GMT+2

Hi Maud

Can it possibly be this one?



Renson Service

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**Maud Zimmer**

Jul 26, 2023, 15:15 GMT+2

Maud Zimmer (26-7-2023 15:14:47):

Fiona in accounts dept has advised

Ord No: 60/03737

Inv No 1701699

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i hope this helps  
scotty

User: Maud Zimmer

Message: <https://www.renson-ereps.com:443/OrderAnnexPage.aspx?AnnexID=9673270>

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**Maud Zimmer**

Jul 26, 2023, 14:55 GMT+2

Maud Zimmer (26-7-2023 14:55:11):

Hi Sophie

just phoned Fiona Mills office who are looking for original order no as cannot locate on Renson portal,  
only quotes, no official order.

got this below which i hope helps?

Status:

QUOTE

Omer Restaurant|OFF.O.17.047115.1

825111|CP Interiors

User: Maud Zimmer

Message: <https://www.renson-ereps.com:443/OrderAnnexPage.aspx?AnnexID=9673240>

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**Maud Zimmer**

Jul 26, 2023, 14:55 GMT+2

Maud Zimmer (26-7-2023 14:55:11):

Hi Sophie

just phoned Fiona Mills office who are looking for original order no as cannot locate on Renson portal,  
only quotes, no official order.

got this below which i hope helps?

Status:

QUOTE

Omer Restaurant|OFF.O.17.047115.1

825111|CP Interiors

User: Maud Zimmer

Message: <https://www.renson-ereps.com:443/OrderAnnexPage.aspx?AnnexID=9673239>

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**Sophie Lampens (Renson Service)**

Jul 26, 2023, 14:19 GMT+2

Hi Maud,

I can't really find an order number here. It's more like an offer number.



I need the order number to have the correct length of the straps.  
Can you help me with it? Must be a number like 60/.....

Thank you  
Best regards  
Sophie

Renson Service

**Maud Zimmer**

Jul 25, 2023, 10:29 GMT+2

**Applicant**

Maud Zimmer  
CP Interiors  
01534 768141  
Office@cpinteriors.je

**Your reference**

SO14851 Samphire

**Language**

en

**Order url**

<https://www.renson-ereps.com//OrderInformationPage.aspx?OrderID=825111>

**Priority**

urgent

**Renson warranty number**

Renson Lagune Textile Roof System - unknown

**Defect/type of problem**

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aesthetic

**Files**

[Download file 1](#)

[Download file 2](#)

**Problem description**

Our client (formerly Ormer, now Samphire) left out the roof system in bad weather and the belts/straps in the photos attached has snapped. we require a pair of belts/straps to repair the issue. Our client has expressed to go ahead and order immediately as a restaurant and loss of revenue. Can you send us 1 x pair please of the belts/straps pictured asap to CP Interiors in Jersey many Thanks Scotty

**Type of Construction site**

commercial

**Delivery address**

The part may be delivered to the applicant

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This email is a service from Renson Service. Delivered by [Zendesk](#)