

19-10-23

TROPICAL

SO14332

Alex Picot fee

1x box Remede

RECEIVED

19 OCT 2023

SCANNED

SO14857

Pomme d'or

3x box

## Scott Ruderham

---

**From:** Customer Service @ Tropical <customerservice@tropicalblindsltd.co.uk>  
**Sent:** Friday, 13 October 2023 09:03  
**To:** Scott Ruderham  
**Subject:** Re: SO14332 Issue with Roller Blind

Alex Picot

Morning Scotty,

I have processed a free of charge remake, your new Ref: 854614.

Kind Regards

Kellie Boden  
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

### IMPORTANT NOTICE

This message and any files transmitted with it are confidential to the addressee. If you are not the intended recipient, any disclosure copying or distribution is prohibited and may be unlawful. You should notify the sender immediately and delete this message and any attachments without retaining a copy.

Please note that any views or opinions expressed in this message are solely those of the author and may not represent those of the Company.

No liability is accepted by Tropical Blinds Limited for any loss or damage incurred through use of this e-mail.

Tropical Blinds Ltd is a limited company Registered in England No. 3184810  
Registered Office: Units 6 & 7 Five Arches Business Estate, off Maidstone Road, Sidcup, Kent DA14 5AE

On Thu, 12 Oct at 1:18 PM , Scott Ruderham <scott@cpinteriors.je> wrote:  
Hi Kellie

Thanks for your reply.  
Yes Andy checked over everything yesterday and has reported all should be fine but this occurred, so we are hoping it will not reoccur.  
A re make would be appreciated

Thanks  
Scotty

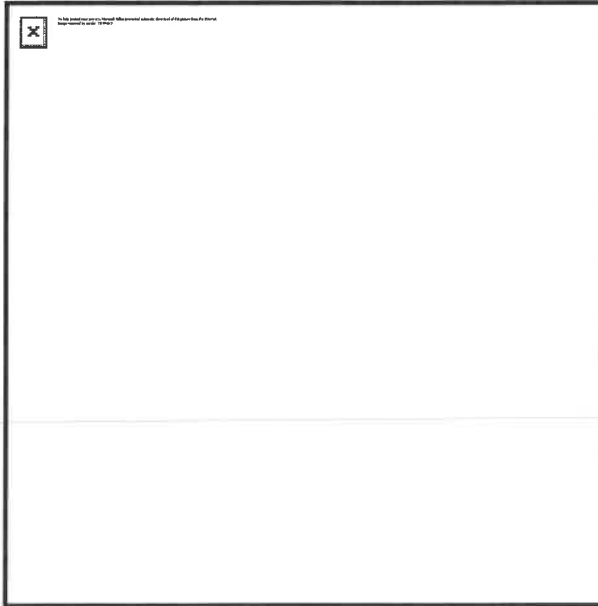
**From:** Customer Service @ Tropical <customerservice@tropicalblindsltd.co.uk>  
**Sent:** Thursday, 12 October 2023 12:48  
**To:** Scott Ruderham <scott@cpinteriors.je>  
**Subject:** Re: SO14332 Issue with Roller Blind

Afternoon scotty,

Apologies for this, I can see that you have had an issue with the fabric creasing on another blind from this order. Please can I ask if you have checked the recess that the blind is being fitted into. We are happy to remake, however we would just like to check as we do not want it to happen again.

Kind Regards

Kellie Boden  
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

**IMPORTANT NOTICE**

This message and any files transmitted with it are confidential to the addressee. If you are not the intended recipient, any disclosure copying or distribution is prohibited and may be unlawful. You should notify the sender immediately and delete this message and any attachments without retaining a copy.

Please note that any views or opinions expressed in this message are solely those of the author and may not represent those of the Company.

No liability is accepted by Tropical Blinds Limited for any loss or damage incurred through use of this e-mail.

Tropical Blinds Ltd is a limited company Registered in England No. 3184810  
Registered Office: Units 6 & 7 Five Arches Business Estate, off Maidstone Road,  
Sidcup, Kent DA14 5AE

On Thu, 12 Oct at 10:49 AM , Scott Ruderham  
<scott@cpinteriors.je> wrote:

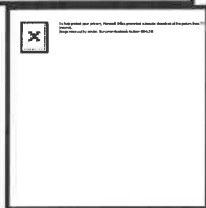
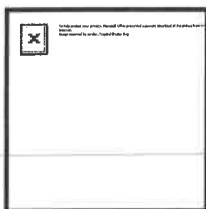
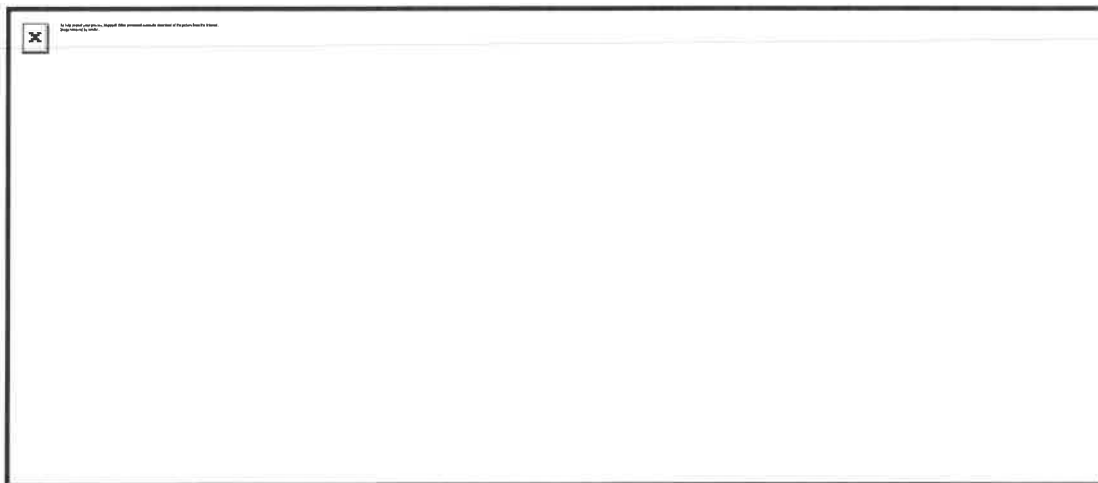


Dear Tropical

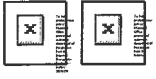
Please can you review the photos and the roller blind affected relating to order attached SO14332 Picot Trust.

We fitted these blinds 5 months ago in a board room for a regular client, and with little use, we were called out and advised of the roller blind over rolling and has caused severe creasing and now unusable.

Can you please review and advise if a FOC remake can be issued please?



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



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

Scanned by iCritical.

**Tropical Blinds Ltd**

Unit 6 and 7 Five Arches Business Est  
off Maidstone Road  
Sidcup  
Kent DA14 5AE  
T: 020 8269 6400  
F: 020 8269 6401



tropical  
blinds

**Order Acknowledgement**

Cust Order No : SO14857 POMME D'OR PHASE  
Order Date : 06/10/2023  
Order No : 853458  
Account Ref : CPS007  
Despatch method : DHL Economy  
Delivery Date : 17/10/2023  
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 2  
Rue Des Pres Trading Estate  
St Saviour  
Jersey  
Channel Islands  
JE2 7QN

Type	Colour	Width	Drop	Quantity	Unit Price	Disc %	Net
Roller	Unishade Blockout FR Shell R/F 2m (D)	1665	1250	1	156.37	51.92	75.18
32mm Roller Tube, Standard Brackets Req., Standard P.V.C. Bottom Rail - 5m - White, Left Hand Control, White, Silver					0.00		
No. 10 Metal Operating Chain, Reverse Roll, Easybreak No.10 Chain Connector - Grey For Metal Chain							

Measurement:Blind Size Spec. Ins:

Install Height: Not Specified Location: Room 319

Roller	Unishade Blockout FR Shell R/F 2m (D)	1665	1250	1	156.37	51.92	75.18
32mm Roller Tube, Standard Brackets Req., Standard P.V.C. Bottom Rail - 5m - White, Left Hand Control, White, Silver					0.00		
No. 10 Metal Operating Chain, Reverse Roll, Easybreak No.10 Chain Connector - Grey For Metal Chain							

Measurement:Blind Size Spec. Ins:

Install Height: Not Specified Location: Room 316

Roller	Unishade Blockout FR Shell R/F 2m (D)	1660	1250	1	156.37	51.92	75.18
32mm Roller Tube, Standard Brackets Req., Standard P.V.C. Bottom Rail - 5m - White, Left Hand Control, White, Silver					0.00		
No. 10 Metal Operating Chain, Reverse Roll, Easybreak No.10 Chain Connector - Grey For Metal Chain							

Measurement:Blind Size Spec. Ins:

Install Height: Not Specified Location: Room 314

Please book before 07/11

If a Premium carriage service is requested (Pre Noon, Pre 10.30, Saturday or Saturday Pre Noon) the relevant charge will be applied to your invoice. Goods delivered to the following areas: Cornwall, Dyfed, Powys, Anglesey, Gwynedd, Scotland, Isle of Wight, Isle of Man, Isle of Scilly, Channel Isles, Northern Ireland and Republic of Ireland will be subject to a carriage charge as detailed on Page 2 of our trade price list. These carriage charges may not appear on your order acknowledgement but will be applied to your invoice

Net Price :	£225.54
VAT :	£0.00
Total :	£225.54