



24, Avenue de Mida
BP 30651
35406 Saint Malo CEDEX
FRANCE

Contact : OLIVIER VINCENTES : olivier@morvanfils.com

DELIVERY NOTE / POD

Job Number : 2401871

Shipment Date : 27/04/2024

Delivery Date :

Ref :

SUPPLIER	DELIVERY ADDRESS
RENSON SUNPROTECTION SCREENS KALKHOEVESTRAAT 45 8790 WAREGEM BELGIQUE	CP INTERIORS RUE DES PRES TRADING ESTATE JE27QP JERSEY JERSEY Contact : SCOTT RUDERHAM ☎ : 01534 768141 ✉ : OFFICE@CPINTERIORS.JE

Nb / Type Colis No. & Kind of Packages				Description des marchandises / Description of goods	PBT / GWT (Kgs)	Dimensions (en mètres) / Measurements (in meters)				Trailer
Qty	Type	Qty	Type			Length	Width	Height	Vol.	
2	COLIS			PIECES STORES	20,00	6,65	0,13	0,13	0,23	MFTBOX10

SPECIFIC INSTRUCTIONS :

2x TUBES
 Arrived 30-4-24

RECEIVED
 30 MAY
 SCANNED

The boxes below (Delivery date, Print Name and Signature) must be completed upon reception

DELIVERY DATE	PRINT NAME	SIGNATURE

Received in good conditions unless otherwise specified here :

Service confirmation

Confirmation date 11.03.2024

Order number 46454

Notification number 300012805

Customer number 1001334

Your VAT number

Currency GBP

Order reference Loggia

CP Interiors
St. Saviour
28 Rue des Pres. Tr. Est.
JE2 7QN JERSEY
JERSEY

Flag house 5014978

Incoterms DDP
Jersey

Delivery address

CP Interiors
St. Saviour
28 Rue des Pres. Tr. Est.
JE2 7QN JERSEY
JERSEY

Top & Bottom
Tracks

Overview

Material	Quantity	Net amount	VAT %
001000 ETO_OD ETO Outdoor	1,00 PC	0,00	
001005 ETO_PROF ETO prof	3,00 PC		
001010 ETO_PROF ETO prof	3,00 PC		
002000 3769 STOP WITHOUT SUSPENSION POINT ALU	12,00 PC	0,00	
003000 4371 ROLLER BODY S SLIDE	12,00 PC	0,00	

The General Terms and Conditions of Sale are integral part of our agreement. See Professional Portal at <http://www.renson.eu/>

Service confirmation

46454

11.03.2024

Total before VAT	0,00
VAT	0,00
Total incl. VAT	0,00

Free of VAT, export

For questions or remarks regarding this document, please send an email to outdoor-export@renson.be

The General Terms and Conditions of Sale are integral part of our agreement. See Professional Portal at <http://www.renson.eu/>

Service confirmation

46454

11.03.2024

Detail

Item	Material	Unit price	Quantity	Gross amount	Discount %	Net amount
001000	ETO_OD ETO Outdoor		1,00 PC			0,00
	Commodity code	39162000				
	Net price					870,65
	Free of charge					-870,65
	Sales Document		000046454			
	Sales Document Item		1.000			
	Powder code (VC stock calc)		029/11468			
	Powder code		029/11468			
001005	ETO_PROF ETO prof		3,00 PC			
001010	ETO_PROF ETO prof		3,00 PC			
002000	3769 STOP WITHOUT SUSPENSION POINT ALU		12,00 PC			0,00
	Old material nr	G6001302				
	Commodity code	76169990				
	Product price					207,02
	Free of charge					-207,02
003000	4371 ROLLER BODY S SLIDE		12,00 PC			0,00
	Old material nr	S0019023				
	Commodity code	84821010				
	Product price					433,66
	Free of charge					-433,66

Scott Ruderham

From: Scott Ruderham
Sent: Monday, 11 March 2024 09:26
To: Adriano Fontes; Adrian Colston-Weeks; Leeana Taft; Ben Reed
Cc: Rachel Baugh
Subject: RE: Flag House Loggia* URGENT / CP Interiors

Hi Adriano

I am leaving today for a week the office, so if you can send official order conf for these tracks as confirmed, that would be great

Thanks
Scotty

From: Adriano Fontes <adriano.fontes@renson.be>
Sent: Monday, 11 March 2024 07:15
To: Adrian Colston-Weeks <Adrian@cpinteriors.je>; Leeana Taft <Leeana@cpinteriors.je>; Ben Reed <Ben@cpinteriors.je>
Cc: Rachel Baugh <rachel@cpinteriors.je>; Scott Ruderham <scott@cpinteriors.je>
Subject: RE: Flag House Loggia* URGENT / CP Interiors

Dear Adrian,

Please don't consider this e-mail.
I hadn't seen Scott feedback.

"2 x new tracks ... both at 6100mm" as in the attached e-mail.

Kind regards / Met vriendelijke groeten / Cordialement

Adriano Fontes | Service Representative Outdoor
adriano.fontes@renson.be

Renson® Outdoor
Polydore Rensonstraat 8 - 9770 Kruisem - Belgium
Tel: +32 56 30 30 00 - Fax +32 56 60 28 51 - www.renson.eu



From: Adriano Fontes <adriano.fontes@renson.be>
Sent: Monday, 11 March 2024 08:12
To: Adrian Colston-Weeks <Adrian@cpinteriors.je>; Leeana Taft <Leeana@cpinteriors.je>; Ben Reed <Ben@cpinteriors.je>
Cc: Rachel Baugh <rachel@cpinteriors.je>; Scott Ruderham <scott@cpinteriors.je>
Subject: RE: Flag House Loggia* URGENT / CP Interiors

Dear Adrian,

What is the total length I should send you for the full track please?

Kind regards / Met vriendelijke groeten / Cordialement

Adriano Fontes | Service Representative Outdoor
adriano.fontes@renson.be

Renson® Outdoor
Polydore Rensonstraat 8 - 9770 Kruisem - Belgium
Tel: +32 56 30 30 00 - Fax +32 56 60 28 51 - www.renson.eu



From: Adrian Colston-Weeks <Adrian@cpinteriors.je>
Sent: Saturday, 9 March 2024 11:41
To: Leeana Taft <Leeana@cpinteriors.je>; Ben Reed <Ben@cpinteriors.je>
Cc: Rachel Baugh <rachel@cpinteriors.je>; Adriano Fontes <adriano.fontes@renson.be>; Scott Ruderham <scott@cpinteriors.je>
Subject: RE: Flag House Loggia* URGENT / CP Interiors

Full track a much better option for the client, so is the correct way to go.

Thanks

Kind regards,

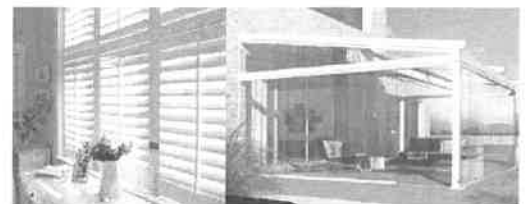
Adrian
Colston-Weeks

Director
adrian@cpinteriors.je



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St Saviour
Jersey
JE2 7QN

01534 768141 | www.cpinteriors.je



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From: Leeana Taft <Leeana@cpinteriors.je>
Sent: Friday, 8 March 2024 17:36

To: Ben Reed <Ben@cpinteriors.je>

Cc: Adrian Colston-Weeks <Adrian@cpinteriors.je>; Rachel Baugh <rachel@cpinteriors.je>; Adriano Fontes <adriano.fontes@renson.be>; Scott Ruderham <scott@cpinteriors.je>

Subject: RE: Flag House Loggia* URGENT / CP Interiors

Hi Ben

Is it more work for you to replacement complete track? I presume much easier to ass small piece each end to allow the panels to open the little bit further that is required?

Kind regards,

Leeana
Taft

Director
leeana@cpinteriors.je



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From: Adriano Fontes <adriano.fontes@renson.be>

Sent: Friday, March 8, 2024 3:11 PM

To: Scott Ruderham <scott@cpinteriors.je>

Cc: Adrian Colston-Weeks <Adrian@cpinteriors.je>; Ben Reed <Ben@cpinteriors.je>; Leeana Taft <Leeana@cpinteriors.je>; Rachel Baugh <rachel@cpinteriors.je>

Subject: FW: Flag House Loggia* URGENT / CP Interiors

Dear Scott,

It is ok if I send you a complete new top and bottom track ?
Could you please tell me the total length you need?
In the video I see space for about 30mm or 50mm more.
Maybe 6050mm in total?

Thank you very much for your feedback!
Have a wonderful weekend!

Kind regards / Met vriendelijke groeten / Cordialement

Adriano Fontes | Service Representative Outdoor
adriano.fontes@renson.be

From: Scott Ruderham <scott@cpinteriors.ie>
Sent: Wednesday, 6 March 2024 17:07
To: Outdoor UK <outdoor-uk@renson.be>
Cc: Adrian Colston-Weeks <Adrian@cpinteriors.ie>; Ben Reed <Ben@cpinteriors.ie>; Leeana Taft <Leeana@cpinteriors.ie>; Rachel Baugh <rachel@cpinteriors.ie>
Subject: FW: Flag House Loggia* URGENT

Hi Renson

We have been to site and followed the instructions attached to try and resolve the issue with the panels and this has still not resolved the issue.

As you can see from the videos, there is no possible way to make the panels go closer together. There has been an error in manufacturing, meaning the panels are too wide which is causing one panel to not open the louvers.

The solution will be to either:

1. Send all new panels to the correct size for a 6m wide track
2. Send us 500mm of top and bottom track – and we luckily have enough room on the width, so we can resolve the problem due to the manufacturing.

Please can someone get back to us asap?

Many Thanks

Scotty
CP Interiors

From: Outdoor UK <outdoor-uk@renson.be>
Sent: Wednesday, 28 February 2024 16:20
To: Scott Ruderham <scott@cpinteriors.ie>
Subject: RE: Flag House Loggia* URGENT

Hi Scott,

I'm not sure if this link will work: <https://rio.renson.eu/renson/complaint?ref=AA00332059>

Nothing comes up if you enter the RIO ID AA00332059 in the search bar?

I will relay the answer from my colleague in Service in this email to be sure:

This problem can be solved by a "Autofix Repositioning".

I'm sending you an manual in attachment so you can fix this issue.

Our sincere apologies for the inconvenience!

Kind regards

Adriano

Tina Mott

Internal Account Representative Nordics



tina.mott@renson.net

Mob: +45 3027 7480



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From: Scott Ruderham <scott@cpinteriors.ie>

Sent: Wednesday, February 28, 2024 4:21 PM

To: Outdoor UK <outdoor-uk@renson.be>

Cc: John Haeffele <john.haeffele@rensonuk.net>; Rachel Baugh <rachel@cpinteriors.ie>; Leeana Taft <Leeana@cpinteriors.ie>

Subject: RE: Flag House Loggia* URGENT

Hi Tina

Thank you for your email.

I have had no notifications from RIO?

I have just logged in and can see nothing? Can you perhaps send a link please?

I did request half a meter of both top and bottom track – this is what my fitters need ... can this just be sent to us please?

Thanks

Scotty

From: Outdoor UK <outdoor-uk@renson.be>

Sent: Wednesday, 28 February 2024 15:15

To: Scott Ruderham <scott@cpinteriors.ie>

Cc: John Haeffele <john.haeffele@rensonuk.net>; Rachel Baugh <rachel@cpinteriors.ie>; Leeana Taft <Leeana@cpinteriors.ie>

Subject: RE: Flag House Loggia* URGENT

Hi Scott,

I see that there was a reply from Service on how to reposition the Autofix on the loggias to fix the issue.

Please, can you confirm if this has solved the problem? And if not, kindly reply to the conversation thread in the service request – RIO ID AA00332059.

Kind regards,

Tina Mott
Internal Account Representative Nordics



tina.mott@renson.net
Mob: +45 3027 7480



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From: Scott Ruderham <scott@cpinteriors.ie>
Sent: Friday, February 23, 2024 12:47 PM
To: Outdoor UK <outdoor-uk@renson.be>; Rachel Baugh <rachel@cpinteriors.ie>; Leeana Taft <Leeana@cpinteriors.ie>
Cc: John Haeffele <john.haeffele@rensonuk.net>
Subject: RE: Flag House Loggia* URGENT

Hi Tina

Thank you for letting us know.

We do require half a metre of top and bottom track regardless.

Can you please get this arranged for us?! We are desperate and this is a bit ongoing and need to deal with our client

Thanks
Scotty

From: Outdoor UK <outdoor-uk@renson.be>
Sent: Friday, 23 February 2024 08:48
To: Rachel Baugh <rachel@cpinteriors.ie>
Cc: John Haeffele <john.haeffele@rensonuk.net>; Scott Ruderham <scott@cpinteriors.ie>
Subject: RE: Flag House Loggia* URGENT

Good morning,

The issue has been logged as a bug in RIO and the team has made it a top priority to fix. In the meantime, I have manually logged the complaint on your behalf.

RIO ID: AA00332059

Kind regards,

Tina Mott
Internal Account Representative Nordics



tina.mott@renson.net
Mob: +45 3027 7480



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From: Rachel Baugh <rachel@cpinteriors.ie>
Sent: Thursday, February 22, 2024 6:37 PM
To: Outdoor UK <outdoor-uk@renson.be>
Cc: John Haeffele <john.haeffele@rensonuk.net>; Scott Ruderham <scott@cpinteriors.ie>
Subject: RE: Flag House Loggia* URGENT

I have just checked and we still do not have access to register the complaint so that is now 2 days lost without any progress??

What do we do in this case and how do we get our complaint actioned asap? We just need 0.5m of top track and 0.5m of bottom track sent to us whilst there is still space in the granite to extend. You are fortunate that we are not asking Renson to re make the whole lot even though it has been manufactured incorrectly!!

Kind Regards

Rachel
Baugh

Interior Design Advisor
rachel@cpinteriors.ie



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From: Rachel Baugh
Sent: Thursday, February 22, 2024 10:55 AM
To: Outdoor UK <outdoor-uk@renson.be>
Cc: John Haeffele <john.haeffele@rensonuk.net>; Scott Ruderham <scott@cpinteriors.ie>
Subject: RE: Flag House Loggia* URGENT

Hi Tina,

Thanks for sorting. Appreciate it is the quickest way... but not if it doesn't work and we don't have access to it! We have now already lost 1 day.

Kind Regards

Rachel
Baugh

Interior Design Advisor
rachel@cpinteriors.ie



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From: Outdoor UK <outdoor-uk@renson.be>
Sent: Thursday, February 22, 2024 10:50 AM
To: Rachel Baugh <rachel@cpinteriors.je>
Cc: John Haeffele <john.haeffele@rensonuk.net>; Scott Ruderham <scott@cpinteriors.je>
Subject: RE: Flag House Loggia* URGENT

Hi Rachel,

There seems to have been an issue with the internet and phone lines at the office in Belgium this morning.

The fastest way to handle the issue is to register as a Claim in Service Requests in RIO. I have asked my colleague to solve the issue that you are currently unable to register the complaint, and he is working on solving it. I will let you know as soon as the issue is cleared.

Kind regards,

Tina Mott
 Internal Account Representative Nordics



tina.mott@renson.net
 Mob: +45 3027 7480



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From: Rachel Baugh <rachel@cpinteriors.je>
Sent: Thursday, February 22, 2024 10:09 AM
To: Outdoor UK <outdoor-uk@renson.be>
Cc: John Haeffele <john.haeffele@rensonuk.net>; Scott Ruderham <scott@cpinteriors.je>
Subject: RE: Flag House Loggia* URGENT

Hi Tina,

Have just tried calling Renson this morning and supposedly there is a problem with phones and have been told to call back this afternoon.

We need to get this moving ASAP before our client comes down on us like a tonne of bricks. Please can someone call the office asap so we can get this resolved?

Kind Regards

Rachel
Baugh

Interior Design Advisor
rachel@cpinteriors.ie



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From: Outdoor UK <outdoor-uk@renson.be>
Sent: Wednesday, February 21, 2024 1:23 PM
To: Rachel Baugh <rachel@cpinteriors.ie>
Cc: John Haeffele <john.haeffele@rensonuk.net>; Scott Ruderham <scott@cpinteriors.ie>
Subject: RE: Flag House Loggia* URGENT

I will have my colleague look into it ASAP.

KR,

Tina Mott
Internal Account Representative Nordics



tina.mott@renson.net
Mob: +45 3027 7480



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From: Rachel Baugh <rachel@cpinteriors.ie>
Sent: Wednesday, February 21, 2024 2:16 PM
To: Outdoor UK <outdoor-uk@renson.be>
Cc: John Haeffele <john.haeffele@rensonuk.net>; Scott Ruderham <scott@cpinteriors.ie>
Subject: RE: Flag House Loggia* URGENT

I would place a complaint but the portal says our company is not eligible to place a complaint?

Please advise asap.

For current information on delivery/departure dates: [click here](#) →



1 Order information

2 Complaint description

3 Complaint o

Order information

Please review your complaint before sending it.

Currently your company cannot register complaints

i If you created your order in eREPS, please follow [this link](#) to place a service order on eREPS

Kind Regards

Rachel
Baugh

Interior Design Advisor
rachel@cpinteriors.ie



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From: Outdoor UK <outdoor-uk@renson.be>
Sent: Wednesday, February 21, 2024 1:04 PM
To: Rachel Baugh <rachel@cpinteriors.ie>

Cc: John Haeffele <john.haeffele@rensonuk.net>; Scott Ruderham <scott@cpinteriors.je>
Subject: RE: Flag House Loggia* URGENT

I am afraid that I will have to leave it to my colleagues in service to answer this as I am not 100% familiar with the installation process of the loggia panels.

KR,

Tina Mott
Internal Account Representative Nordics



tina.mott@renson.net
Mob: +45 3027 7480



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From: Rachel Baugh <rachel@cpinteriors.je>
Sent: Wednesday, February 21, 2024 1:42 PM
To: Outdoor UK <outdoor-uk@renson.be>
Cc: John Haeffele <john.haeffele@rensonuk.net>; Scott Ruderham <scott@cpinteriors.je>
Subject: RE: Flag House Loggia* URGENT

Hi Tina,

Could you also please explain the middle section component? How can a 5mm gap be achieved as stated on the drawings if the actual part has a central distance between these 2 screws is wider than 5mm?

Given the time, effort and money that has gone into getting these made up, it is really disappointing that our client is now unhappy with this installation.

Kind Regards

Rachel
Baugh

Interior Design Advisor
rachel@cpinteriors.je



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From: Outdoor UK <outdoor-uk@renson.be>
Sent: Wednesday, February 21, 2024 12:26 PM

To: Rachel Baugh <rachel@cpinteriors.je>
Cc: John Haeffele <john.haeffele@rensonuk.net>; Scott Ruderham <scott@cpinteriors.je>
Subject: RE: Flag House Loggia* URGENT

Hi Rachel,

This is very unfortunate. I just consulted the original order, and in the attached drawing, the panels were supposed to be delivered in 1027 mm. and with the 5 mm. installation gap from the corner.
I have attached the drawing.

For the best and fastest processing of the issue, kindly place a Complaint in Service Request. In the description, please add the explanation below as well as your request for the 500 mm. top and bottom track along with the photos.

Kind regards,

Tina Mott
Internal Account Representative Nordics



tina.mott@renson.net
Mob: +45 3027 7480



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From: Rachel Baugh <rachel@cpinteriors.je>
Sent: Wednesday, February 21, 2024 1:05 PM
To: Tina Mott <tina.mott@renson.net>
Cc: John Haeffele <john.haeffele@rensonuk.net>; Scott Ruderham <scott@cpinteriors.je>
Subject: Flag House Loggia* URGENT

Good morning both,

We have fitted the loggia panels and are disappointed to come across 2 issues meaning some of the panels louveres wont open because the panels have been made too big and are overhanging the next panels.

Your portal states the following diagram showing that with a distance of 6m, the panels should be 1027mm. The panels that have been provided are 1029mm.

The second issue is the central piece that holds the doors together has a distance of 15mm, not 5mm as specified also in the below drawing. This cannot be altered as is a standard piece so overall, the build up of an excess 20mm means the louveres do not open because the panels in front hang in the way.

Rather than request a full new set of doors. Please can you organise 0.5m of top track and 0.5m of bottom track sent to us as a matter of urgency so we can get this adjusted on site asap.

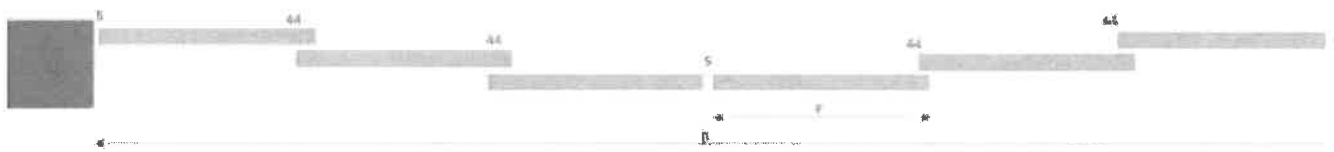
To determine the panel width, please take into account the play and overlap between the panels.



Panel calculation single stack

$$\frac{(4 - \text{play } (10\text{mm}))}{\# \text{ panels}} + \frac{((\text{Overlap} * \#) / \# \text{ panels})}{\# \text{ panels}}$$

Ex: $\frac{(4000 - 10) / 3}{3} + \frac{(2 * 44) / 3}{3} = 1000\text{mm}$



Panel calculation double stack

$$\frac{((\# \text{ play } (15\text{mm}))}{\# \text{ panels}} + \frac{((\text{Overlap} * \#) / \# \text{ panels})}{\# \text{ panels}}$$

Ex: $\frac{(6000 - 15) / 6}{6} + \frac{(4 * 44) / 6}{6} = 1600\text{mm}$

Kind Regards

Rachel
Baugh

Interior Design Advisor
rachel@cpinteriors.ie



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