

CUSTOMER NBR 134872  
 PROD. NUMBER



Creating healthy spaces

DELIVERY ADDRESS  
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As invoice address

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

DELIVERY NOTE : UK-60/16404

Customer	Date confirm.	Prod.nr.	TAX	Page					
134872	15.12.23		0,00%	1	EXPECTED SHIPPING DATE 20/12/2023				
Order details					Sizes	Ordered	ZoReference		
<p>The current worldwide crisis in the supply of raw materials may possibly have an impact on the initial delivery or execution deadlines. However, changes in the aforementioned deadlines shall in no event constitute grounds for cancellation or compensation.</p> <p>RF01 ROBERTS - REPLACEMENTS 2            G6024763 Bracket Fixscreen 100 Slim</p> <p>*****            TO BE POSTED WITH 60/16363.            PACKING &amp; POST CHARGED ON 60/16363.            *****</p>					Length				
						1			

1 ✓ Box

RECEIVED  
 03 JAN 2024  
 SCANNED

31124

CUSTOMER NBR 134872  
 PROD. NUMBER

DELIVERY ADDRESS

As invoice address

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

DELIVERY NOTE : UK-60/16363

Customer	Date confirm.	Prod.nr.	TAX	Page	EXPECTED SHIPPING DATE 15/12/2023					
134872	5.12.23		0,00%	1						
Order details					Length	Ordered				Reference
<p>The current worldwide crisis in the supply of raw materials may possibly have an impact on the initial delivery or execution deadlines. However, changes in the aforementioned deadlines shall in no event constitute grounds for cancellation or compensation.</p> <p>RF01 ROBERTS - REPLACEMENTS            G6024763 Bracket Fixscreen 100 Slim</p>						1				

## Scott Ruderham

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**From:** John Haeffele <john.haeffele@rensonuk.net>  
**Sent:** Tuesday, 12 December 2023 19:28  
**To:** Scott Ruderham; Reply Only  
**Cc:** Outdoor UK  
**Subject:** RE: [Renson Service] Re: screens/top priority/CP Interiors/Roberts SO15142

Hi Scott,

They have now been ordered. Sorry for the delay but this should have been reported as a service complaint. I've been advised it was a comment added to another order. They will be with you as soon as possible.

Best regards,  
John

### John Haeffele | Outdoor Sales Manager UK

john.haeffele@rensonuk.net  
Mob: +44 7720 804 943

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**Renson® Fabrications Ltd.**  
**Fairfax Units 1-5 - Bircholt Road - Parkwood Industrial Estate**  
**Maidstone - Kent ME15 9SF - United Kingdom**  
**Tel. +44 1622 754 123 - www.renson.eu**



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**From:** Scott Ruderham <scott@cpinteriors.je>  
**Sent:** 11 December 2023 11:05  
**To:** Reply Only <reply-only@renson.be>  
**Cc:** John Haeffele <john.haeffele@rensonuk.net>; Outdoor UK <outdoor-uk@renson.be>  
**Subject:** RE: [Renson Service] Re: screens/top priority/CP Interiors/Roberts SO15142

Hi Renson

I have been chasing as advised to Henk, but no response on the below

Please can someone assist?  
Thanks

Scotty

**From:** Emma Vandembroucke (Support) <reply-only@renson.be>  
**Sent:** Monday, 27 November 2023 16:26

**To:** Office <Office@cpinteriors.ie>

**Subject:** [Renson Service] Re: screens/top priority/CP Interiors/Roberts SO15142

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

Your request (63503) has been updated. To add additional comments, reply to this email.



**Emma Vandenbroucke (Renson Service)**

Nov 27, 2023, 17:25 GMT+1

Good afternoon,

You can contact our colleague [henk.delabie@renson.be](mailto:henk.delabie@renson.be).

Kind regards,

Emma Vandenbroucke

Emma Vandenbroucke

Hotline BE:

+32 (0) 56 30 30 30

Hotline international:

00800 45 77 00 00

Renson Service



**Emma Vandenbroucke (Renson Service)**

Nov 23, 2023, 17:46 GMT+1

Good afternoon,

The part that you refer to is a bracket for a Fixscreen 100 Slim.

However, as already mentioned, we cannot make any service file or order without the original order of the screens.

Should you want to order this part separately without any referral to an order, you can contact our colleagues from the sales department.

Thank you for your understanding.

Kind regards,

Emma Vandenbroucke

Emma Vandenbroucke

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Hotline BE:  
+32 (0) 56 30 30 30

Hotline international:  
00800 45 77 00 00  
Renson Service



**Maud Zimmer**

Nov 22, 2023, 16:05 GMT+1

Maud Zimmer (22-11-2023 16:04:26):

The parts we require have a code on Renson catalogue  
G6024763 - we require one pair of these. there is no part no on the site or catalogue. can you advise?

User: Maud Zimmer

Message: <https://www.renson-ereps.com:443/OrderAnnexPage.aspx?AnnexID=10084802>



**Emma Vandebroucke (Renson Service)**

Nov 13, 2023, 16:35 GMT+1

Dear Maud,

Unfortunately, this webid is not linked to any order for loggia.  
Should it not be possible to provide the original order number, you can order the needed parts through  
a regular order by our colleagues of sales.

Kind regards,

Emma Vandebroucke

Hotline BE:  
+32 (0) 56 30 30 30

Hotline international:  
00800 45 77 00 00  
Renson Service



**Maud Zimmer**

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Nov 13, 2023, 16:09 GMT+1

Maud Zimmer (13-11-2023 16:08:57):

Hi Emma

sorry is the web ID not 1176699

scotty

User: Maud Zimmer

Message: <https://www.renson-ereps.com:443/OrderAnnexPage.aspx?AnnexID=10047550>



**Emma Vandebroucke (Renson Service)**

Nov 13, 2023, 15:41 GMT+1

Good afternoon,

Service request should always be made on the webid of the original order. Without this info, we can unfortunately not proceed.

Would it be possible to give us the webid of the original order or the original order reference?

Thank you in advance.

Kind regards,

Emma Vandebroucke

Hotline BE:

+32 (0) 56 30 30 30

Hotline international:

00800 45 77 00 00

Renson Service



**Maud Zimmer**

Nov 13, 2023, 15:25 GMT+1

**Applicant**

Maud Zimmer

CP Interiors

01534 768141

[Office@cpinteriors.ie](mailto:Office@cpinteriors.ie)

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**Your reference**

Roberts SO15142

**Language**

en

**Order url**

<https://www.renon-ereps.com//OrderInformationPage.aspx?OrderID=1176699>

**Priority**

urgent

**Renson warranty number**

Pergola Winter Panels - None

**Defect/type of problem**

functional

**Problem description**

Storm damage to product. we require some parts the parts we require are plastic lid brackets for the product can you advise please? Thanks Scotty

**Type of Construction site**

residential

**Delivery address**

The part may be delivered to the applicant

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

## Scott Ruderham

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**From:** Scott Ruderham  
**Sent:** Wednesday, 29 November 2023 10:26  
**To:** henk.delabie@renson.be  
**Cc:** Ben Reed  
**Subject:** Order for parts for SO15142 Roberts  
**Attachments:** Roberts - Renson.jpeg; Roberts-Renson 2.jpeg

Hi Henk

I hope you can help.

Your colleague Emma has told me to contact you as I need to order a pair of the brackets for the fixscreen 100 slim

The original order number info from CP interiors is SO8460 from 2019 – when searched On e Reps I cannot find the official order confirmation number it does not come up.

Can you please have a look to see if you can locate and order the parts for me ?

I have set up a new service request as below if you can add manually for me the parts needed?

[Start new request](#)

### Roberts - SO15142

2278542 | CP Interiors

Information

Configurator

Communication 

History

[Add communication](#)

[Add service request](#)

Good afternoon,

The part that you refer to is a bracket for a Fixscreen 100 Slim.

However, as already mentioned, we cannot make any service file or order without the original order of the screens.

Should you want to order this part separately without any referral to an order, you can contact our colleagues from the sales department.

Thank you for your understanding.

Kind regards,

Emma Vandenbroucke

Emma Vandenbroucke