

Scott Ruderham

From: Luxaflex Technical Desk <admin.queries@luxaflex.co.uk>
Sent: Thursday, 7 March 2024 14:03
To: Scott Ruderham
Subject: RE: SO15318 O Hare - Damaged on Delivery Blind

Hi Scotty

I am very sorry this has been received damaged, I will have this remade under C24-130814

Kerry Hays
Customer Service



Luxaflex® UK
Hunter Douglas Ltd
Mersey Industrial Estate
Heaton Mersey
Stockport
SK4 3EQ
T: 0161 442 9500
www.luxaflex.co.uk



From: Scott Ruderham <scott@cpinteriors.je>
Sent: Thursday, March 7, 2024 1:41 PM
To: Luxaflex Technical Desk <admin.queries@luxaflex.co.uk>
Cc: Ben Reed <Ben@cpinteriors.je>
Subject: SO15318 O Hare - Damaged on Delivery Blind

Dear Luxaflex

Please can you review photos attached from Order SO15318 O'Hare

This order arrived packaged in a long carton with timber surrounding, but we have just got to site and opened to discover a big dent on the frame of the blind.

Please can you review and arrange for an FOC remake asap?

Kind regards,

Scotty

Ruderham

Logistics/Customer Care
scott@cpinteriors.je



Unit 28 Rue Des Pres Trading Estate
St Saviour
Jersey
JE2 7QN

01534 768141 | www.cpinteriors.je



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