



Delivered by DSV Road Limited



SO1CI-C1K06

**Deliver**  
CP INTERIORS  
RUE DES PRESS TRADING EST  
JE2 7QPST SAVIOUR  
JERSEY

Phone +441534768141  
Delv. --  
Delv. Time  
Ref SC-1058-04

Contact Roxanne Martin  
Phone +44 (0) 1255 242242

**Shipper**  
SHUTTERCRAFT UK  
NEWDOWN FARM  
MICHELDEVER  
WINCHESTER  
HAMPSHIRE SO21 3BT

**DELIVERY ADVICE**

**Consignee**  
CP INTERIORS  
RUE DES PRESS TRADING EST  
JE2 7QPST SAVIOUR  
JERSEY

**Date** 2024-09-11  
**Reference** SOJE33-0896 SO1CI-C1K06  
**Terms** FREE ON BOARD  
F.O.B.  
JERSEY  
Originating member EBOO

Coll. 2024-09-12/08:00-16:00  
Unit.no DSV2038

Haulier TBA -  
Reg.no. DSV2038

RECEIVED  
17 SEP 2024  
SCANNED

DELIVERY ADVICE

13-9-24

SO15367  
Eyre  
3x Shutter remarks

All business is transacted according to trading conditions that exclude or limit the liability of the company in certain circumstances. A copy of the relevant set of conditions will be supplied upon request.

Marks & Nos	No.of	Pkg.	Contents	Weight	KG	Volume
	6	CLL	BLINDS	GW	32	0.132 CBM
				NW	32	
				EW	43	

DSV-EURPLL \_\_\_\_ pcs. RETURN TO DSV

Delivery Note

Customer Copy

CIK06



Dealer CP Interiors

DSV Road Ltd, 10 Brunel Way, Segensworth Ind Est, Fareham, Hampshire

Container

SC-1058-04

Delivery Date 11 September 2024

PO15 5TX

Order No	Customer Ref	Dealer Ref	No of Parcels
<b>SC-1058-04</b>			
SCED72006	Mr Geoff Eyre	S015367	4
SCED72005	Mr Geoff Eyre	S015367	2
			6

All items above received and packaging undamaged. Any claims for damages must be reported to S:Craft within 28 days

4929

## Scott Ruderham

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**From:** S:CRAFT <notifications@s-craft.co.uk>  
**Sent:** Monday, 1 July 2024 11:45  
**To:** Scott Ruderham  
**Subject:** EDR confirmation attached; SCED72006, Order No: SCR241094186



Hi Scott Ruderham,

Please find below confirmation for your recently submitted EDR, if you need to contact us about this order then please do quote the EDR number SCED72006

Order Reference: S015367

Customer Name: Geoff Eyre

You will be charged £176.98 (including VAT) for this.

Please note that normal lead times will apply.

Please note that this email inbox is not monitored. Should you have any queries please contact [support@s-craft.co.uk](mailto:support@s-craft.co.uk) or via telephone 01962 794530 option 1.

Kind regards,

S:CRAFT Customer Support Team

+44 (0)1962 794530

[support@s-craft.co.uk](mailto:support@s-craft.co.uk)

## Scott Ruderham

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**From:** S:CRAFT <notifications@s-craft.co.uk>  
**Sent:** Monday, 1 July 2024 11:43  
**To:** Scott Ruderham  
**Subject:** EDR confirmation attached; SCED72005, Order No: SCS241094187



Hi Scott Ruderham,

Please find below confirmation for your recently submitted EDR, if you need to contact us about this order then please do quote the EDR number SCED72005

Order Reference: SO15367

Customer Name: Geoff Eyre

You will be charged £125.67 (including VAT) for this.

Please note that normal lead times will apply.

Please note that this email inbox is not monitored. Should you have any queries please contact [support@s-craft.co.uk](mailto:support@s-craft.co.uk) or via telephone 01962 794530 option 1.

Kind regards,

S:CRAFT Customer Support Team

+44 (0)1962 794530

[support@s-craft.co.uk](mailto:support@s-craft.co.uk)

## Scott Ruderham

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**From:** geyre7@gmail.com  
**Sent:** Wednesday, 12 June 2024 10:27  
**To:** Scott Ruderham  
**Subject:** Re: SO15367 Shutter fitting follow up

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

Hi Scott,

Thanks for the constructive reply. I would prefer to go with Option 2 with reordering of the shutters to the correct size without gaps. Having spent quite a bit of money in the first place I would really rather have a top-quality job, as I've experienced from CP in the past, and as demonstrated by the blinds which are great.

As you have ordered the cover strips already it would be good to fit them as an interim measure.

One small point - I've now been to the property and in the bathroom the shutter that opens first is in front of the window that opens second so you need to open both shutters to open a window. I presume that can be fixed with rotating the shutters 180 degrees, but if not can we ensure the left shutter (when looking out of the window) opens first.

Kind regards  
Geoff

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**From:** Scott Ruderham <scott@cpinteriors.je>  
**Date:** Friday, 7 June 2024 at 16:55  
**To:** geyre7@gmail.com <geyre7@gmail.com>  
**Subject:** RE: SO15367 Shutter fitting follow up

Dear Mr Eyre

Thank you for your reply.

I can only apologise regarding the shutters being a bit too short width wise. I have looked in to this and am not certain on where the error occurred but can i please propose the two following options:

1. I have ordered the cover strips which are due in 4-6 weeks time. When they arrive we can fit these and are willing to offer 20% discount off the final invoice for the cost of the 3 x shutters.
2. We can re-order the shutters and advise on the sizes (width) being correct allowing for the extra width to ensure there and no gaps. We will do this Free of Charge of course. (Lead time approx. 6-8 weeks)

Please let me know which if either option is more suitable for you.

Please feel free to call me if you wish to discuss, and once again please accept our apologies for this error.

Kind Regards,

Scotty  
CP Interiors

**From:** geyre7@gmail.com <geyre7@gmail.com>  
**Sent:** Thursday, 6 June 2024 15:28  
**To:** Scott Ruderham <scott@cpinteriors.je>  
**Subject:** Re: SO15367 Shutter fitting follow up

Hi Scott,

I've not been to the property yet, but have received some photos via my cleaner. I noticed the gaps in the photos which I'm not thrilled about to be honest. Particularly because the windows are not very wide in the first place.

Was it measured incorrectly or did the manufacturer get it wrong?

Anyway, let's get on with the cover strips asap as you suggested for the moment.

Kind regards  
Geoff

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**From:** Scott Ruderham <scott@cpinteriors.je>  
**Date:** Thursday, 6 June 2024 at 10:07  
**To:** geyre7@gmail.com <geyre7@gmail.com>  
**Subject:** SO15367 Shutter fitting follow up

Good Morning Mr Eyre  
I hope you are well.

We have fitted the blinds and shutters in your property but just wanted to follow up regarding the shutters.

They look good but we need some cover strips for the frames, as there is a small gap on them due to the frames being made slightly too narrow.  
The cover strips i have had to order as a custom colour. I have done this this morning so they should be a few weeks away.

I will keep you posted upon delivery time and will arrange for u to pop back as soon as they arrive.

Any questions, please feel free to get in touch.

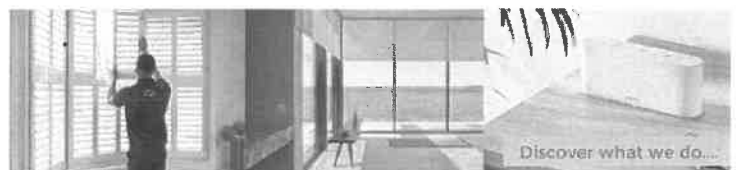
Kind regards,

*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](http://www.cpinteriors.je)  
 



With our CP Price promise, we will beat any quote by 5% \*\*  
\*\* On like for like products only