



24, Avenue de Moka
BP 30651
35408 Saint Malo CEDEX
FRANCE

Contact : DUDEVANT VINCENT ☎ : vddevant@morvanfils.com

DELIVERY NOTE / POD

Job Number : 2404436

Shipment Date : 14/09/2024

Delivery Date :

Ref :

1146800097

SUPPLIER	DELIVERY ADDRESS
RENSON OUTDOOR NV P RENSONSTRAAT 8 9770 KRUISEM BELGIQUE	CP INTERIORS RUE DES PRES TRADING ESTATE JE27QP JERSEY JERSEY Contact : SCOTT RUDERHAM ☎ : 01534 768141 ✉ : OFFICE@CPINTERIORS.JE

Nb / Type Colls 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.	
1	CAISSE(S)			PROTECTION SOLAIRE	190,00	6,04	0,52	0,51	1,60	MFL13-14

(Handwritten signature)



86549



Customer 1001334

CP Interiors
St. Saviour

Rue des Pres. Tr. Est.

JE2 7QN

Jersey

Jersey

RECEIVED

19 SEP 2024

1000287909

SCANNED ☐

28

Your Reference: **60/08845 Blanchard H**

* Profile / bottom
 Piece
 + case
 here
 23/8

R-Service deli.

Delivery note date	09.08.2024	Delivery address	CP Interiors St. Saviour 28 Rue des Pres. Tr. Est. JE2 7QN JERSEY JERSEY
Goods issue date	09.08.2024		
Delivery number	81819930		
Customer number	1001334		
Your VAT number			
Order number	86253		
Order reference	60/08845 JERSEY Blanchard House		

- Fabricy
to follow

Incoterms	DDP Jersey	Loading address	Renson Outdoor NV Prijkels - Outbound Polydor Rensonstraat 1 B-9750 KRUISEM	Customer address	CP Interiors St. Saviour 28 Rue des Pres. Tr. Est. JE2 7QN JERSEY JERSEY
Total gross weight	9,500 KG				

Overview

Material		Quantity	
000010	ETO_OD Order item nr 001000	DIFFUSER KOLOM	1 PC
000020	ETO_PROF Order item nr 001005	ETO prof	4 PC
000030	1438 Old material nr G6020744 Order item nr 002000	END PIECE BOTTOM BAR SCREEN L GY	4 PC
000040	1439 Old material nr G6020745 Order item nr 003000	END PIECE BOTTOM BAR SCREEN R GY	4 PC

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

R-Service deli.

81819930

09.08.2024

Detail

Handling Unit n°	Quantity	HU Type
1000297938	1	TUBE PVC 125X3,2X5000MM

HU number	Gross weight	Dimensions (l * l * h)			
Content HU = colli n°	Material number	Description	Batch	Order item nr	Quantity
1000297938	9,500 KG	2.800M*0.080M*0.080M			
1000298087	1438	END PIECE BOTTOM BAR SCREEN L		002000	4
1000298087	1439	END PIECE BOTTOM BAR SCREEN R		003000	4
8900545319	ETO_PROF	ETO prof		001005	4

Scott Ruderham

From: Leeana Taft
Sent: Tuesday, 6 August 2024 08:42
To: Outdoor UK
Cc: Scott Ruderham
Subject: Re: Blanchard house

*Sowney
- 3015513*

Follow Up Flag: Follow up
Flag Status: Completed

Hi Tina

I can see the date on these remakes has been changed to 23/08, this is still 3 weeks away plus shipping time to Jersey. Please can you use if this can be improved, appreciate you trying to get these out as quickly as possible as the customer has already waited a long time.

Many thanks

Kind regards,

Leeana
Taft

Director
leeana@cpinteriors.je



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Jersey
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01534 768141 | www.cpinteriors.je
 



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From: Outdoor UK <outdoor-uk@renson.be>
Sent: 02 August 2024 07:19
To: Leeana Taft <Leeana@cpinteriors.je>
Cc: Scott Ruderham <scott@cpinteriors.je>
Subject: RE: Blanchard house

Hi Leeana,

I have relayed the information to the service agent. The production plant in Waregem is closed this week, but I have asked that the fabrics along with the LED diffusers and the bottom bars will be marked as urgent.

Kind regards,

Tina Mott
Internal Account Representative Nordics

tina.mott@renson.net



Mob: +45 3027 7480



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From: Leeana Taft <Leeana@cpinteriors.je>
Sent: Thursday, August 1, 2024 3:40 PM
To: Tina Mott <tina.mott@renson.net>
Cc: Scott Ruderham <scott@cpinteriors.je>
Subject: Re: Blanchard house

Hi Tina

Would appreciate your help to ensure this is all resolved and will be sent asap. Did you see my email below? Scott has checked the pieces left here and 800mm below the window would be correct for both fabrics.

Can you confirm what is happening with the other parts? I received a confirmation of order but it had no details on so i can't check what is was. Also it had despatch date of September!

Please come back to me

Thanks

Kind regards,

Leeana
Taft

Director
leeana@cpinteriors.je



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From: Leeana Taft <Leeana@cpinteriors.je>
Sent: 30 July 2024 14:23
To: Outdoor UK <outdoor-uk@renson.be>; Scott Ruderham <scott@cpinteriors.je>
Subject: Re: Blanchard house

The attached image is from when the screens didnt match each other - They do need to be the same so windows line up.

I don't have the exact size as this was Indian ocean order originally. from the notes you sent it sounds like 800mm below window would be right, but i cant check this without returning to site and I know this will annoy the customer.

@Scott Ruderham - can you check if we have any bits of the broken screen still here that we can get a dimension from.

Kind regards,

Leeana
Taft

Director
leeana@cpinteriors.je



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From: Outdoor UK <outdoor-uk@renson.be>
Sent: 30 July 2024 10:41
To: Leeana Taft <Leeana@cpinteriors.je>
Subject: RE: Blanchard house

Hi Leeana,

Upon inspecting the latest deliveries concerning this order, the service agent has made the following observations:

To make sure that the wrong fabrics are not delivered again, we would like to ask you to check at what height the customer wants the crystal window.
Should they both be at the same height?

We were able to find this in our system:

- 1) order request: C1: Crystal window 400 mm
C2: Crystal window: 400 mm
- 2) order confirmation: C1: Crystal window: 605 mm
C2: Crystal window: 400 mm
- 3) SAV/2106006 first complaint: C1: Crystal window: 600 mm
C2: Crystal window: 800 mm
(customer was comfortable with 800 mm so would like 1 new fabric with 800 mm)
- 4) 300014077 Latest complaint: C1 Crystal window: 400 mm
C2 Crystal window: 400 mm
(Even though they were both ordered at 400 mm, there was still a height difference. Order: 59279)

Kind regards,

Tina Mott

Internal Account Representative Nordics



tina.mott@renson.net

Mob: +45 3027 7480



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

Sent: Tuesday, July 23, 2024 6:03 PM

To: Leeana Taft <Leeana@cpinteriors.ie>; Tina Mott <tina.mott@renson.net>

Subject: RE: Blanchard house

Hi Leeana,

My apologies for the wait.

To recap our conversation this afternoon, we at Renson do acknowledge that we have delivered the replacement fabrics with the crystal windows in the wrong position.

Since our service department being backed up due to illness and holidays in the department, it has caused the handling of the matter to be longer than usual.

I have asked my colleagues in service to follow up and inform me when we can expect the new fabrics will go into production. Since this is the second time that the end customer has had this bad experience with Renson, I have flagged the importance of double checking the position of the crystal window.

Currently, our factory in Waregem, where the fabrics and screens are produced is closed for two weeks summer holidays, but I am and will be pushing to get your replacement order on the fast lane as priority.

I am truly sorry for the inconvenience this is causing you and your customer and am following the service request closely.

I will keep you updated the best I can.

If you have any further questions, I am at your disposal.

Kind regards,

Tina Mott

Internal Account Representative Nordics



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From: Leeana Taft <Leeana@cpinteriors.ie>

Sent: Tuesday, July 23, 2024 5:31 PM

To: Tina Mott

Subject: Blanchard house

You don't often get email from leeana@cpinteriors.ie. [Learn why this is important](#)

Hi Tina.

I was hoping to get your email today so I can appease the client.

Please send asap

Thank you

Sent from [Outlook for iOS](#)

Scott Ruderham

From: Leeana Taft
Sent: Thursday, 18 July 2024 12:25
To: Outdoor UK; Scott Ruderham
Cc: John Haeffele
Subject: Re: Blanchard House

Thank you . much appreciated

@Scott Ruderham please can you monitor.

Kind regards,

Leeana
Taft

Director
leeana@cpinteriors.je



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From: Outdoor UK <outdoor-uk@renson.be>
Sent: 18 July 2024 12:21
To: Leeana Taft <Leeana@cpinteriors.je>
Cc: John Haeffele <john.haeffele@rensonuk.net>; Scott Ruderham <scott@cpinteriors.je>
Subject: RE: Blanchard House

Hi Leeana,

I have placed a new complaint on your behalf in e-Reps on the original order from Indian Ocean and requested urgent action.

Kind regards,

Tina Mott
Internal Account Representative Nordics



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



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From: Leeana Taft <Leeana@cpinteriors.je>
Sent: Thursday, July 18, 2024 11:23 AM
To: Outdoor UK <outdoor-uk@renson.be>
Cc: John Haeffele <john.haeffele@rensonuk.net>; Scott Ruderham <scott@cpinteriors.je>
Subject: Re: Blanchard House
Importance: High

Hi

Please can you tell me what is happening with this - we need the remakes sending out urgently.

PLEASE come back to me with when this is happening

Thank you

Kind regards,

Leeana
Taft

Director
leeana@cpinteriors.je



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From: Outdoor UK <outdoor-uk@renson.be>
Sent: 17 July 2024 13:30
To: Leeana Taft <Leeana@cpinteriors.je>
Cc: John Haeffele <john.haeffele@rensonuk.net>
Subject: RE: Blanchard House

I have sent a ticket to the IT team as you should be able to register on the service part order.

I can't do it from my side either.

KR,

Tina Mott
Internal Account Representative Nordics



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



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From: Leeana Taft <Leeana@cpinteriors.je>
Sent: Wednesday, July 17, 2024 11:21 AM
To: Outdoor UK <outdoor-uk@renson.be>
Cc: John Haeffele <john.haeffele@rensonuk.net>
Subject: Re: Blanchard House

Ok. Thank you for your help Tina.

I can't see this order in the drop down when registering complaint. I have scrolled through the list. Where am I going wrong?

Kind regards,

Leeana
Taft

Director
leeana@cpinteriors.je



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From: Outdoor UK <outdoor-uk@renson.be>
Sent: 17 July 2024 09:41
To: Leeana Taft <Leeana@cpinteriors.je>
Cc: John Haeffele <john.haeffele@rensonuk.net>
Subject: RE: Blanchard House

Hi Leeana,

You need to start a new service request and register as a complaint – my colleagues in service will not immediately catch the message on the original service order.

For the extra spare parts, you're requesting, it must be placed on the original order from Indian Ocean in e-Reps. As you don't have access to that account, I will do it for you. When my colleagues have identified the correct parts, they will place a new service part order in RIO on your account.

Kind regards,

Tina Mott
Internal Account Representative Nordics



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



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Scott Ruderham

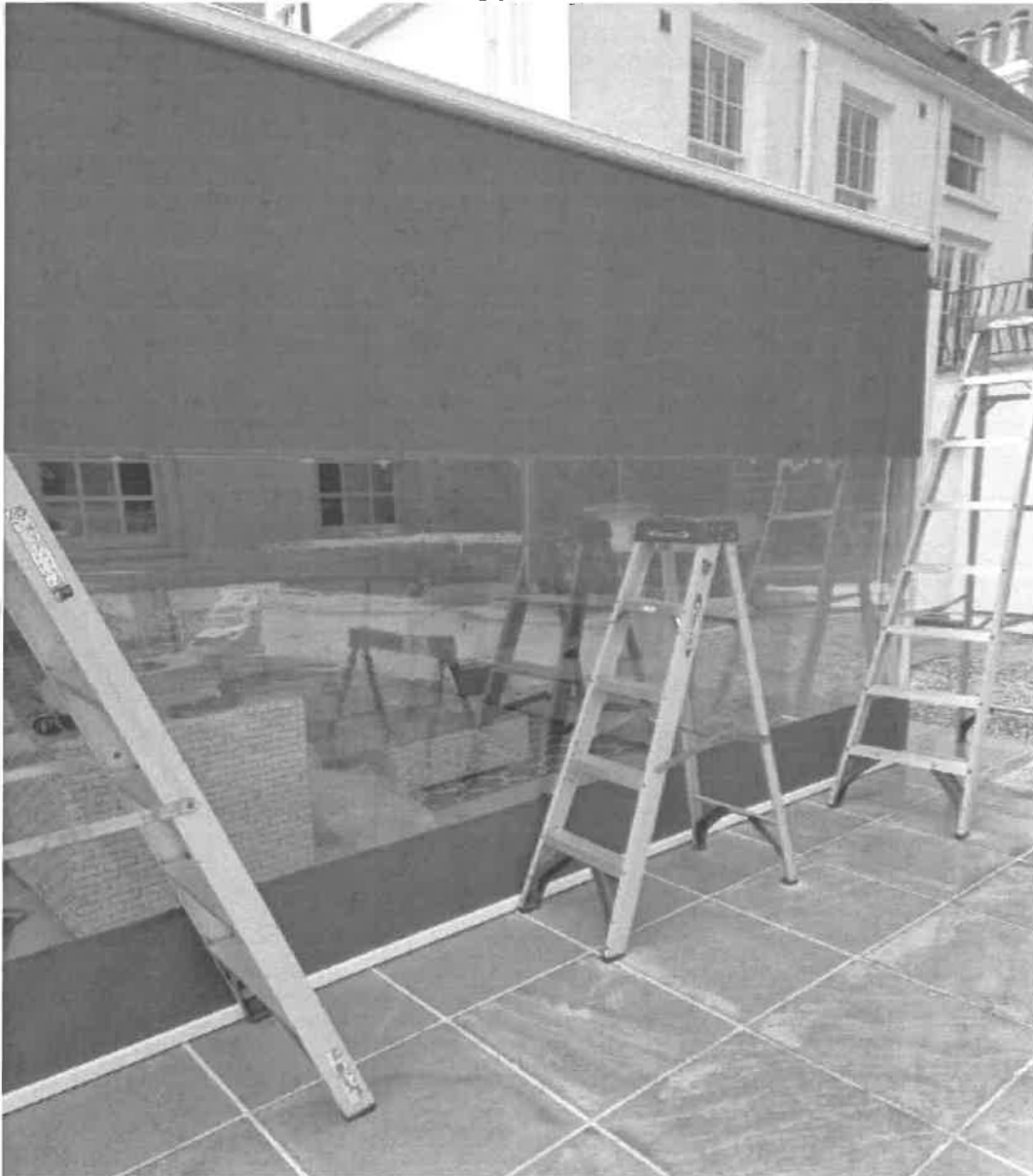
From: Leeana Taft
Sent: Tuesday, 16 July 2024 13:39
To: tina.mott@renson.net
Cc: Scott Ruderham
Subject: Blanchard House
Attachments: RE: Blanchard House (WEB ID: 1062945); Le Quesne - Blanchard.jpeg

5015513 *Sauney Builders*

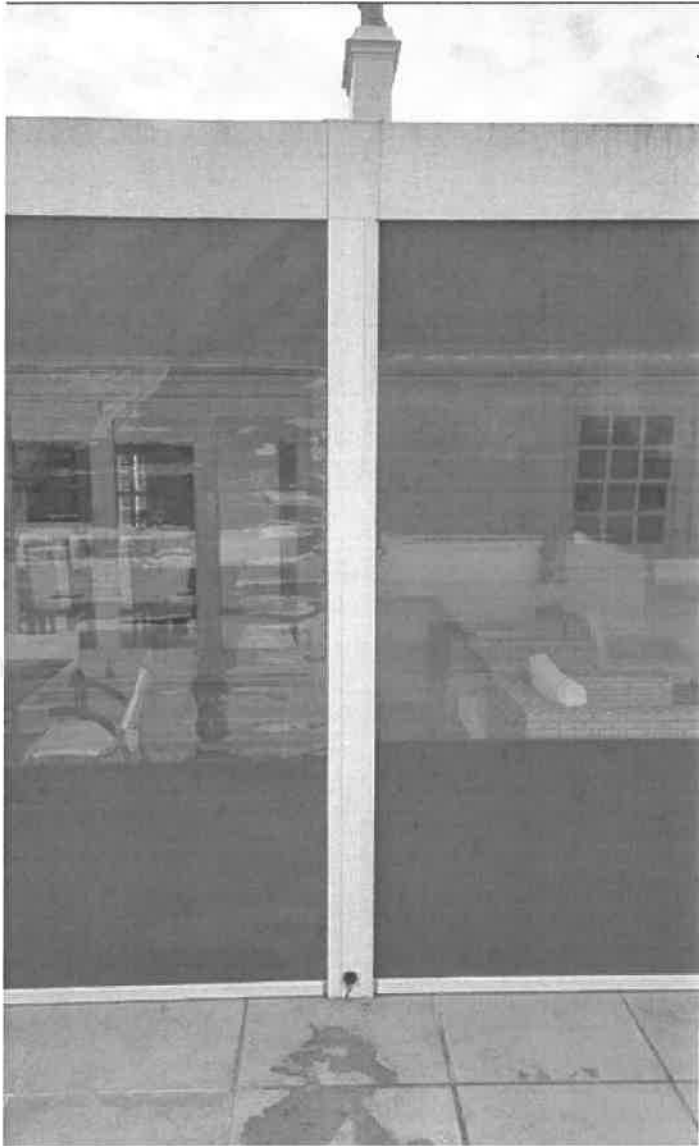
Importance: High
Follow Up Flag: Follow up
Flag Status: Completed

Hi Tina

We are on site to install the new fabric covers that you supplied recently, but the clear window section has been made in the **wrong place**, too low.



Below is an old photo of original blinds which were supplied via Indian ocean, as you can see the window is in a different place.



Please can you arrange for the correct fabric covers to be manufactured ASAP.

In addition for this please can we have a 2 x pairs of replace end caps & 4 x LED corner covers as photo below



Please confirm ASAP.

Kind regards,

Leeana
Taft

Director
leeana@cpinteriors.je



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Instagram and Facebook icons



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Scott Ruderham

From: Ben Reed
Sent: Tuesday, 16 July 2024 18:04
To: Leeana Taft
Cc: Scott Ruderham
Subject: Re: Blanchard House

Follow Up Flag: Follow up
Flag Status: Completed

Hi

The LED covers are for the legs/columns, not the beams. We need 3 in total

Sent from Outlook for Android

From: Leeana Taft <Leeana@cpinteriors.je>
Sent: Tuesday, July 16, 2024 5:53:53 PM
To: Ben Reed <Ben@cpinteriors.je>
Cc: Scott Ruderham <scott@cpinteriors.je>
Subject: Fw: Blanchard House

Please see below highlighted...

From: Outdoor UK <outdoor-uk@renson.be>
Sent: 16 July 2024 15:09
To: Leeana Taft <Leeana@cpinteriors.je>
Cc: Scott Ruderham <scott@cpinteriors.je>; John Haeffele <john.haeffele@rensonuk.net>
Subject: RE: Blanchard House

Hi Leeana,

I saw you already placed a comment on the service part order concerning the screens. The service department will not see it immediately this way, so instead, I need you to place a complaint in RIO.

For the end caps and the LED covers, I will request the parts on your behalf through e-Reps as this needs to be placed on the original order by Indian Ocean Trading.
Just for clarification, are the LED covers for the up lights in all 4 span sides?

Kind regards,

Tina Mott
Internal Account Representative Nordics



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



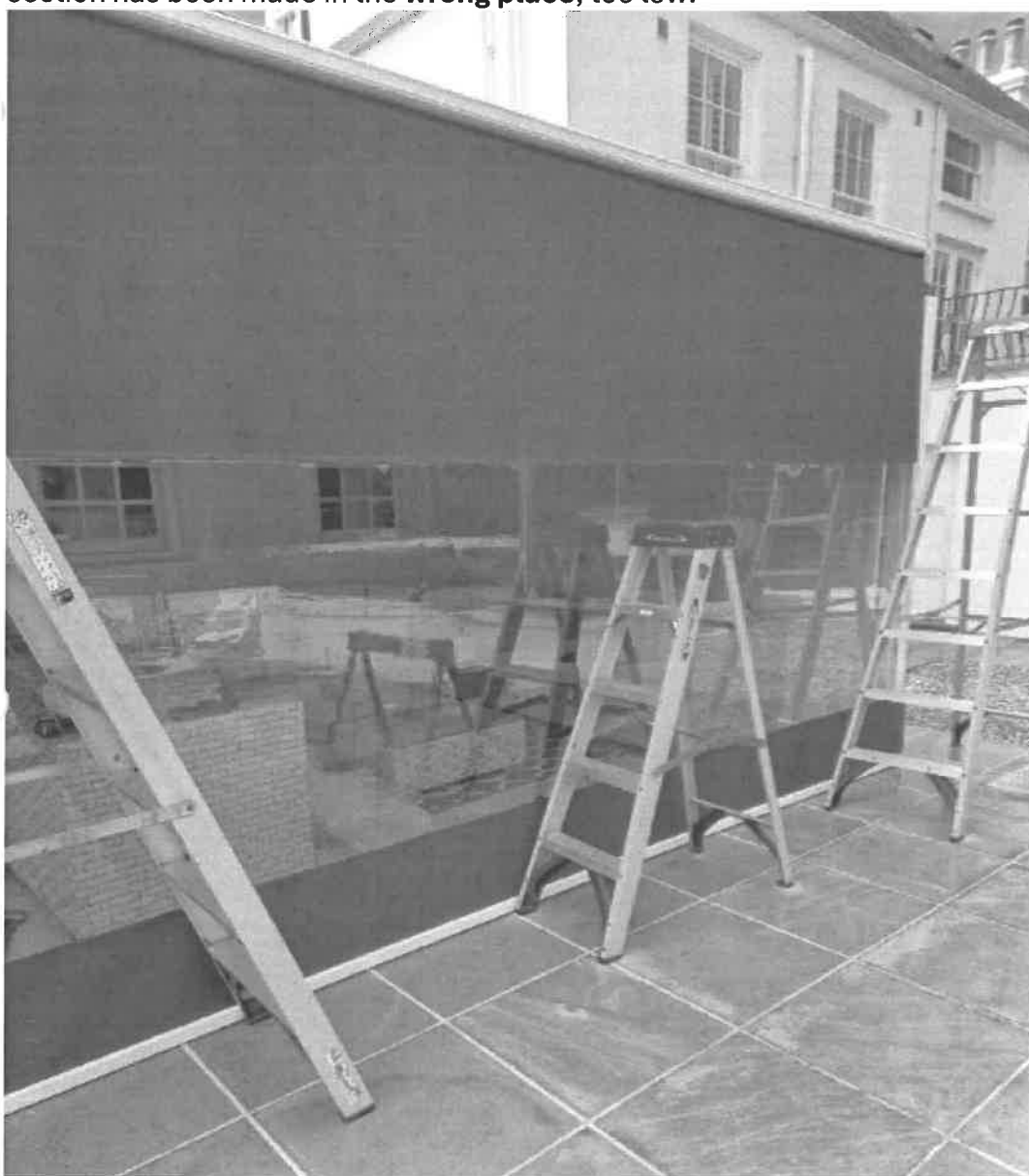
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From: Leeana Taft <Leeana@cpinteriors.je>
Sent: Tuesday, July 16, 2024 2:39 PM
To: Tina Mott <tina.mott@renson.net>
Cc: Scott Ruderham <scott@cpinteriors.je>
Subject: Blanchard House
Importance: High

You don't often get email from leeana@cpinteriors.je. [Learn why this is important](#)

Hi Tina

We are on site to install the new fabric covers that you supplied recently, but the clear window section has been made in the **wrong place**, too low.



Below is an old photo of original blinds which were supplied via Indian ocean, as you can see the window is in a different place.