

TROPICAL

Label Remake

S015531

14 Box

Arrived 5-24

RECEIVED
16 MAY
SCANNED

Scott Ruderham

From: Customer Service @ Tropical <customerservice@tropicalblindsLtd.co.uk>
Sent: Friday, 10 May 2024 08:46
To: Scott Ruderham
Subject: Re: SO15531 Rabet - Issue with Venetian FW Blind

Follow Up Flag: Follow up
Flag Status: Completed

Hi Scotty,

I understand, I am just wondering whether it closes fully when you tilt the slats forward as standard tilt?
A remake will be put through for you for this blind.

Kind Regards

Phoebe Phillips
Head of Customer Services



Tropical Blinds Limited
Units 6 & 7 Five Arches Business Estate
off Maidstone Road
Sidcup
Kent
DA14 5AE

Tel: 020 8269 6400
Fax: 020 8269 6401

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Registered Office: Units 6 & 7 Five Arches Business Estate, off Maidstone Road, Sidcup, Kent DA14 5AE

On Fri, 10 May at 8:26 AM , Scott Ruderham <scott@cpinteriors.je> wrote:
Good Morning Phoebe

The blind does not close fully, the further down it goes the slats do not go back all the way hence light coming in.
Steve here has a wealth of experience has tried to alter slightly to improve but nothing can be done

Thanks
Scotty

On Thu, 9 May at 9:01 AM , Customer Service @ Tropical

<customerservice@tropicalblindsLtd.co.uk> wrote:

Hi Scotty,

Thank you for your email. Can I ask if the blind closes fully when you tilt it forward as should be?

Kind Regards

Phoebe Phillips
Head of Customer Services



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Sidcup, Kent DA14 5AE

On Wed, 8 May at 11:31 AM , Scott Ruderham

<scott@cpinteriors.je> wrote:



Hi Tropical

Please can you review the photos relating to order SO15531
Rabet – 1 x FW Venetian Blind (Kitchen)

We fitted the blind last week and right away our client pointed out that the blind does not fully close.

We have brought back, checked over in our workshop and we cannot improve or rectify, due to the gap in the slats. The blind is also bowing in the centre.

Scott Ruderham

From: Scott Ruderham
Sent: Wednesday, 8 May 2024 11:27
To: CustomerService
Subject: SO15531 Rabet - Issue with Venetian FW Blind
Attachments: Rabet 7.jpeg; Rabet 6.jpeg; Rabet 5.jpeg; Rabet 4.jpeg; Rabet 3.jpeg; Rabet 2.jpeg; Rabet 1.jpeg; 1420813 15-04-24 SO15531 Rabet.pdf

50 Impressions FAUX Braid Marl	1825	1135	96.05	1	40.00%	57
Impressions Marl 1900mm x 1400mm, Palmet 8mm Wider than Blind, Venetian Cord Cleat 2 Part			0.00		40.00%	
Impressions Top Fix Brackets			0.00		0.00%	

Hi Tropical

Please can you review the photos relating to order SO15531 Rabet – 1 x FW Venetian Blind (Kitchen)

We fitted the blind last week and right away our client pointed out that the blind does not fully close. We have brought back, checked over in our workshop and we cannot improve or rectify, due to the gap in the slats. The blind is also bowing in the centre.

We would like to ask for an FOC remake please once reviewed.

Kind regards,

Scotty
Ruderham

Logistics/Customer Care
scott@cpinteriors.je



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Jersey
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** On like for like products only

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Sidcup
Kent DA14 5AE
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tropical
blinds

Order Acknowledgement

Cust Order No : SO15531 RABET/REMAKE
Order Date : 10/05/2024
Order No : 895829
Account Ref : CPS007
Despatch method : DHL Economy
Delivery Date : 14/05/2024
Carriage Type : DHL Economy Select 2

Order to :

C.P Interiors
Rue Des Pres Trading Estate
St. Saviour
Jersey
Channel Islands
JE2 7QN

Deliver to :

C.P Interiors 2
Rue Des Pres Trading Estate
St Saviour
Jersey
Channel Islands
JE2 7QN

Type	Colour	Width	Drop	Quantity	Unit Price	Disc %	Net
50 Impressions FAUX Braid	Marl	1825	1135	1	96.05	100	0.00
Impressions Marl 1900mm x 1400mm, Pelmet 8mm Wider than Blind, Venetian Cord Cleat 2 Part					0.00		
Impressions Top Fix Brackets					0.00		
Measurement: Blind Size Spec. Ins:							
Install Height: Not Specified Location: Kitchen							

If a Premium carriage service is requested (Pre Noon, Pre 10.30, Saturday or Saturday Pre Noon) the relevant charge will be applied to your invoice. Goods delivered to the following areas: Cornwall, Dyfed, Powys, Anglesey, Gwynedd, Scotland, Isle of Wight, Isle of Man, Isle of Scilly, Channel Isles, Northern Ireland and Republic of Ireland will be subject to a carriage charge as detailed on Page 2 of our trade price list. These carriage charges may not appear on your order acknowledgement but will be applied to your invoice

Net Price :	£0.00
VAT :	£0.00
Total :	£0.00