

1-7-24

Tropical

SOISS31 label

1x remate venetian

1x box

SOISS68S

Cressley

2x

1x box Remans'

RECEIVED
01 JUL 2024
SCANNED

Tropical Blinds Ltd
Unit 6 and 7 Five Arches Business Est
off Maidstone Road
Sidcup
Kent DA14 5AE
T : 020 8269 6400
F : 020 8269 6401



Order Acknowledgement

Cust Order No : CROSSLEY SO15685
Order Date : 23/05/2024
Order No : 898410
Account Ref : CPS007
Despatch method : DHL Economy
Delivery Date : 25/06/2024
Carriage Type : DHL Economy Select

Order to :
C.P Interiors
Rue Des Pres Trading Estate
St. Savour
Jersey
Channel Islands
JE2 7QN

Deliver to :
C.P Interiors 3
Rue Des Pres Trading Estate
St Savour
Jersey
Channel Islands
JE2 7QN

Type	Colour	Width	Drop	Quantity	Unit Price	Disc %	Net
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Cust Own Roman	Customers Own Fabric	1400	1535	1	135.06	10	143.87
Waterfall (Standard), Lining - Bonded BLACKOUT (with Fleece 400g EB), Left Hand Control, Continuous Metal Chain Chrome, Not Required, Roman Breakaway Chain Mechanism							
No Power Supply Required							
Measurement: Blind Size Spec. Ins: Fabric Romo Linara Clementine 2494/336, Face fix brackets							
Install Height: Not Specified							

Cust Own Roman	Customers Own Fabric	1640	900	1	135.06	10	146.35
Waterfall (Standard), Lining - Bonded BLACKOUT (with Fleece 400g EB), Right Hand Control, Continuous Metal Chain Chrome, Not Required, Blind is safe by design and requires no additional devices or warning labels							
No Power Supply Required							
Measurement: Blind Size Spec. Ins: *FAUX ROMAN BLIND- NO CHAIN* 3 FOLDS ONLY * 240MM WHEN STACKED, have estimated the drop however please amend if necessary to achieve 240mm stacked height * Fabric Romo Linara Clementine 2494/336, Face fix brackets							
Install Height: Not Specified							

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 :	£290.22
VAT :	£0.00
Total :	£290.22

Scott Ruderham

From: Scott Ruderham
Sent: Wednesday, 19 June 2024 10:37
To: Customer Service @ Tropical
Subject: RE: SO15531 Rabet - Issue with Venetian FW Blind

Hi Quy

Sounds like a plan to me, so yes lets go ahead please.

Thanks

Scotty

From: Customer Service @ Tropical <customerservice@tropicalblinds.co.uk>
Sent: Wednesday, 19 June 2024 10:34
To: Scott Ruderham <scott@cpiinteriors.ie>
Subject: Re: SO15531 Rabet - Issue with Venetian FW Blind

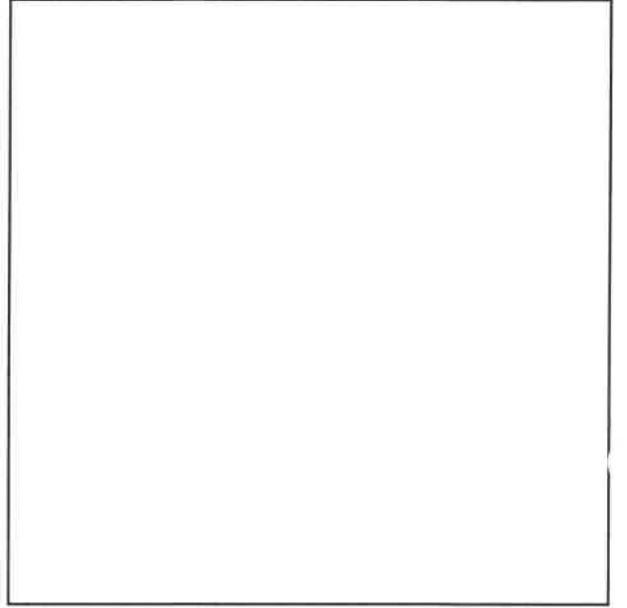
Good morning Scotty,

I can put through a chargeable upon inspection remake, this will sit on your account until you receive the remake and I can arrange the collection of the blind back to inspect and if a fault is found we would then credit your account. I will put a check list for management to check prior to despatch.

Please confirm if you would like me to put this through for you?

Kind Regards

Quy Mao
Customer Services Advisor



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

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

On Wed, 19 Jun at 8:44 AM, Scott Ruderham <scott@cpinteriors.je> wrote:
Hi again QuY

Just spoke to my client on the phone. They are really unhappy with the blind it definitely does not close all the way at the bottom.

I mentioned on the call about having the blind sent back, if you can please do us another re make i will arrange for it to be sent back for inspection once new one fitted.

Please let me know
Thanks
Scotty

On Tue, 18 Jun at 3:58 PM, Scott Ruderham <scott@cpinteriors.je> wrote:
Hi QuY

We have double checked this out installation manager is of the same opinion – it does not close all the way at the bottom.
We cannot send the blind back because my client will have nothing in the window.

Please can you action another remake FOC and i will happily send back the blind (first remake) for you to inspect.
Thanks
Scotty

On Mon, 10 Jun at 2:36 PM, Scott Ruderham <scott@cpinteriors.je> wrote:
Hi QuY

Please let me speak to my fitter and get extra feedback.
I may send my installation manager up to inspect first.
I'll be in touch asap

Thanks
scotty

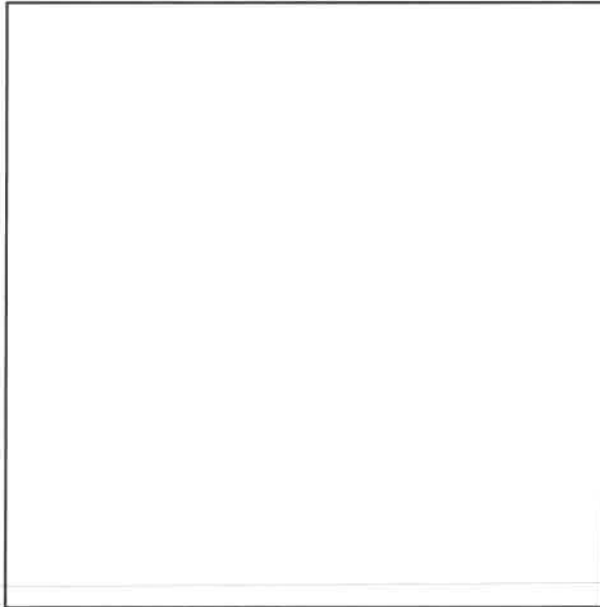
On Mon, 10 Jun at 2:23 PM, Customer Service @ Tropical
<customerservice@tropicalblinds.co.uk> wrote:

Thank you for your email. The Impressions department have viewed the video and photos and confirmed that this blind would have passed our quality control checks and cannot not see any fault with this blind.

The photo is taken at angle where it can look like the blind is not closing, however upon viewing the video this would pass our checks.
Would it be at all possible to get this blind back to inspect?

Kind Regards

Quy Mao
Customer Services Advisor



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On Mon, 10 Jun at 8:18 AM, Scott Ruderham <scott@cpinteriors.je> wrote:
Dear Tropical

We received this re make and went to fit on Friday but the same issue with the blind bowing.

This will be the 3rd attempt not and our client is clearly

frustrated.
Please can you review the video and photos.

We would like it re made again but please can QC double check before dispatch?

Many thanks
Scotty

CP Interiors

On Fri, 10 May at 8:56 AM, Scott Ruderham <scott@cpinteriors.je> wrote:
Hi Phoebe

Yes the blind closes fully from the top as standard tilt ... just further down it doesn't, and with he drop its evident the gaps and the slats just

From: Scott Ruderham
Sent: Monday, 10 June 2024 08:18
To: Customer Service @ Tropical
Subject: RE: SO15531 Rabet - Issue with Venetian FW Blind
Attachments: WhatsApp Video 2024-06-10 at 08.11.50.mp4; Rabet venetian 2.jpeg; Rabet venetian 1.jpeg

Dear Tropical

We received this re make and went to fit on Friday but the same issue with the blind bowing. This will be the 3rd attempt not and our client is clearly frustrated. Please can you review the video and photos. We would like it re made again but please can QC double check before dispatch?

Many thanks
Scotty

CP Interiors

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

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

