

SO16233 (Missing Holder)

Attache 1x Package

(Lock (Key))

f.o.c

24-10-24

RECEIVED

24 OCT 2024

SCANNED



ORDER CONFIRMATION : 130623

Contact	Jenny Knowles	Invoice Address	CP Interiors	Delivery Address	CP Interiors
Your Ref	FOC Moorings Hotel 83864		Rue Des Pres Trading Estate		Rue Des Pres Trading Estate
Date	22/10/2024		St Saviour,		St Saviour,
			Jersey,		Jersey,
			JE2 7QN		JE2 7QN
			01534768141		01534768141

Confirmed Dispatch Date : 22/10/2024

Description	Price	Quantity	Total exc. VAT
Parts Only (our ref 157268)	0.00	1.000	0.00
RL KEY LOCK DIFFER x 1			

Delivery	0.00
Balance	0.00
VAT	0.00
TOTAL	0.00

Important announcement

Please note, there will be a slight colour variation on some of our Securoll garage doors & should be updated in your Aluroll sample case. Three painted finishes are affected - Golden Oak, Rosewood & Walnut. Three laminated finishes are affected - Golden Oak, Rosewood & Irish Oak. Replacement samples are available from your delivery driver, area sales manager or of course directly from the Aluroll office.

Aluroll Ltd, Artillery Business Park, Garrson Avenue, Park Hall, Oswestry, Shropshire, SY11 4AD
 Telephone: 01691 679257 Email: orders@aluroll.co.uk
 Terms & conditions apply: www.aluroll.co.uk/terms-and-conditions

From: Scott Ruderham
Sent: Monday, 14 October 2024 08:44
To: Orders
Subject: RE: S11 19900 Moorings - - Warranty
Attachments: Moorings 2.jpeg; Moorings 1.jpeg

Good Morning Nikki,

My fitter attended the hotel where the shutter is and took some photos (attached) of the lock and plate. He has explained nothing works or turns at all, totally ceased. The bar area is inside so not suspect to weathering.

We do need this replacing, and i need to let my client know the situation. It has been 3 years since installation so hoping covered under warranty these parts?

Many Thanks
Scotty

From: Orders <orders@aluroil.co.uk>
Sent: Monday, 14 October 2024 08:41
To: Scott Ruderham <scott@cpiinteriors.je>
Subject: RE: S1119900 Moorings - - Warranty

Hi Scott ,

Thank you for your email below.

Please can you provide images of the parts and a description of the issue and then we will be able to advise if the specific parts are covered under warranty or not.

Kind regards,

Nikki Wardman

Aluroil Sales

Tel: 07731089241

www.aluroil.co.uk

Aluroil Ltd, Unit 12 Artillery Business Park, Garrison Ave, Oswestry, Shropshire, SY11 4AD

"Please use orders@aluroil.co.uk to minimise delays and ensure a speedy & accurate response to customer orders and quote requests."



SERIOUS ABOUT ROLLER SHUTTERS



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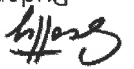
From: Scott Ruderham <scott@cpiinteriors.ie>
Sent: Friday, October 11, 2024 3:19 PM
To: Orders <orders@aluroll.co.uk>
Subject: S112900 Moorings - Warranty

Good Afternoon

We ordered a security shutter for a bar area at Moorings Hotel – August 2021 fitted.
We are about to head down this afternoon to assess repair as the lock is broken, and the shutter cannot be secured.

Can I ask what the warranty period on the parts are please?

Kind regards,



Ruderham

Logistics/Customer Care
scott@cpiinteriors.ie



Unit 28 Rue Des Pres Trading Estate
St Saviour
Jersey
JE2 7QN
01534 768141 | www.cpiinteriors.ie



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** On like for like products only

From: Matt Ramsay <Matt.Ramsay@aluroll.co.uk>
Sent: 21 October 2024 12:04
To: Scott Ruderham
Cc: Jeff Monks; Andy Hall
Subject: RE: S11 1990 Moorings - Warranty

Good Morning Scott,

Hope you well, sorry for the delay getting back to you it's unusual to have issues with the RL locks it could be a cog has shifted causing it to cease. I can as a goodwill gesture post you a lock out FOC please can you confirm the address to send, if you have any questions please contact us hope this helps resolve it thanks.

Kind regards,

Matt

Tel: 01691 679257
www.aluroll.co.uk

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From: Orders <orders@aluroll.co.uk>
Sent: 21 October 2024 10:26

To: Matt Ramsay <Matt.Ramsay@aluroll.co.uk>; Jeff Monks <Jeff.Monks@aluroll.co.uk>; Andy Hall <Andy.Hall@aluroll.co.uk>
Subject: FW: S111990 Moorings - Warranty

Hi all,

Please see below.