

TROPICAL

10-4-25

SO16509

Steele

(nomatze) (x1)

SO 16633 williams (x1)

SO 16322 Huchel (x2)

bed 1 + 3 (1x box)

RECEIVED
10/22/25
SCANNED

Scott Ruderham

From: Customer Service @ Tropical <customerservice@tropicalblindsLtd.co.uk>
Sent: 24 March 2025 13:53
To: Scott Ruderham
Subject: Re: SO16509 Storrie- Damaged Blind

Good afternoon,

I am sorry to see this and I do apologise for any inconvenience caused.
Please be advised I will put an FOC remake through for you.

Kind Regards

Ruby Hackett

Customer Services Advisor

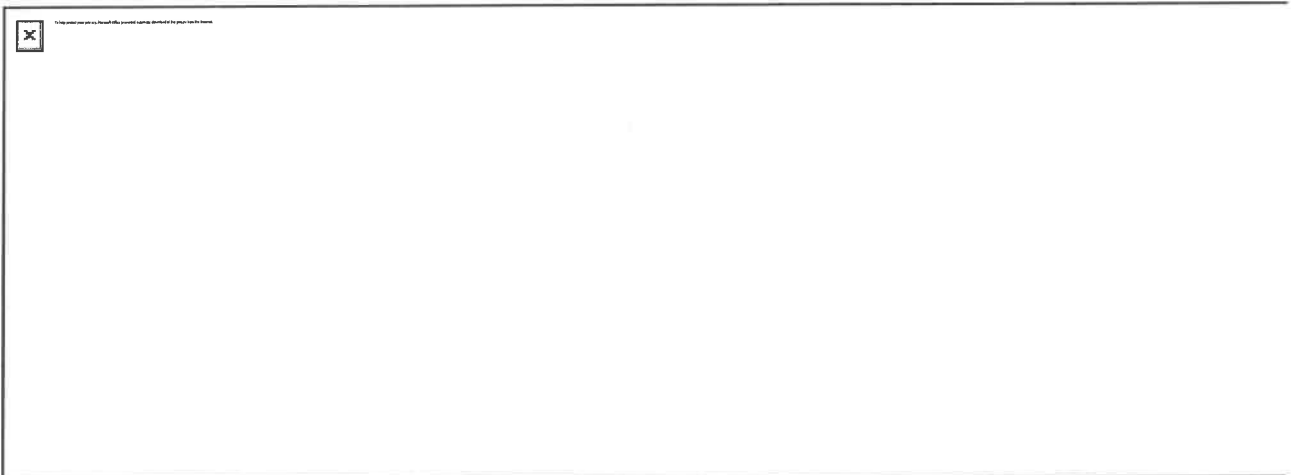
On Mon, 24 Mar at 8:40 AM , Scott Ruderham <scott@cpinteriors.je> wrote:
Good Morning,

We received 2 x venetian blinds -arrived to us on 20th March 2025, and fitted on 21st March.

One of the blinds when taken out of the box and fitted had visual damage to one of the slats (photos attached). There was no visual damage to the box/packaging



The blind affected is above ^^ can you please send us a FOC remake?



Scott Ruderham

From: Scott Ruderham
Sent: 24 March 2025 08:38
To: CustomerService
Subject: SO16509 Storrie- Damaged Blind
Attachments: Storrie 5.jpeg; Storrie 4.jpeg; Storrie 3.jpeg; Storrie 2.jpeg; Storrie 1.jpeg; Tropical Blinds Ltd Invoice 1498963.pdf

Good Morning,

We received 2 x venetian blinds -arrived to us on 20th March 2025, and fitted on 21st March.

One of the blinds when taken out of the box and fitted had visual damage to one of the slats (photos attached). There was no visual damage to the box/packaging

50mm Elements Wood with White	1315	1420	355.89	1	60.0
Standard Pelmet Required, Dual Lock, Not Required, Classic Installation Bracket - Swivel Type, Not Required, No Cut Out Required			0.00		60.0
Standard, No Handset Required, Not Required, None Required, Not Required, Not Required			0.00		0.0

The blind affected is above ^^ can you please send us a FOC remake?

Kind regards,

Ruderham

Logistics/Customer Care
scott@cpinteriors.je



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



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

Tropical Blinds Ltd**Order Acknowledgement**
Customer Copy

Unit 6 and 7 Five Arches Business Est
off Maidstone Road
Sidcup
Kent
DA14 5AE
Tel: 020 8269 6400 Fax: 020 8269 6401

Vat No: 324 0532 02**Cust Order No:** SQ16633 WILLIAMS**Order Date:** 01/04/2025**Order No:** 5114280**Cust Ref:****Account Ref:** CPS007**Despatch Method:**DHL Economy**Order To:**

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

Deliver To:

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

Type	Colour	Width	Drop	Quantity	Unit Price	Disc %	Net
1. 25mm Elan Enclosed B/R	TR0116 - 25mm Solid Slat	2560	1795	1	251.94	50	125.97
Wand Tilt, Standard, Elan Headrail - TR116 , Enclosed 25mm Bottom Rail - TR116, 25mm Ladder Braid - White, Roulett/Elan Top Fix Bracket - New Style, No Hold Down Clips, No Cut Out Required, No Side Guidewires Required, No, Venetian Cord Cleat 2 Part							
Measurement: Recess Size	Spec. ins:			Chain Length: 1000			
Location:	Fitting ins:						

Net Total: 125.97

VAT: 0.00

Total: 125.97