

22-5-25

3x boxes

2x Ben Reed - supply
only

1x Plexicoat Trust

S019332

WARRANTY

2x motor

RECEIVED

22 JUL 2015

SCANNED

Scott Ruderham

From: Customer Service @ Tropical <customerservice@tropicalblindsLtd.co.uk>
Sent: 15 May 2025 09:42
To: Scott Ruderham
Subject: Re: Warranty on Motors SO14332 Alex Picot Trust - CP Interiors

Good morning,

I am sorry to hear this and I do apologise for any inconvenience caused.
Please be advised the motors will be replaced under warranty.
This will be uploaded onto the system as chargeable upon inspection which means the money for the motors will just sit on your account and will not be deducted from your balance.
Once the new motors have been received, please keep me updated as these will need to be collected or returned by yourself to be inspected here in the factory and then if there is an issue with the motors, they will then be credited.
I will get the motors put through for you now.

Kind Regards

Ruby Hackett

Customer Services Advisor

On Wed, 14 May at 3:35 PM , Scott Ruderham <scott@cpinteriors.je> wrote:
Good Afternoon

In 2023 you supplied us with the below order Ref ALEX PICOT TRUST.

We fitted the blinds less than 2 years ago and the client has been having problems with two of the blinds which cannot be charged.
We have been, investigated and found two of the motors on the blinds 980 x 3000 & 1480 x 2400 are defective.

We have looked at the pins, the chargers, remotes etc, all is fine but the motors are definitely defective.

I have looked back on the history of this order and it was reported and acknowledged in May 2023 that the blinds arrived damaged and had to be re-made.

Can you please send us 2 x replacement motors and confirm they will be under warranty?

Many Thanks

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: REED
Order Date: 08/05/2025
Order No: 5222141
Cust Ref:
Account Ref: CPS007
Despatch Method:DHL Economy

Order To:
C.P Interiors 3
Rue Des Pres Trading Estate
St Saviour
Jersey
Channel Islands
JE2 7QN

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

Type	Colour	Width	Drop	Vanes No	Quantity	Unit Price	Disc %	Net
1. Vogue 89mm Vertical	Vermont Slate (Recycled Base)	89mm (L)1500	1045	20	1	207.46	51.92	99.75
Vogue Channel with Tilt White, Right Control, Split Bunch, Vogue T/F Brkt-Sprung-White, Vogue Chain, No.6, Metal (Silver) , 89mm Plastic Stabilizing Chain - White, 89mm Plastic Ballast Weight - White, Cord & Chain Operated, No Specials, Double Cord or Chain Tidy - Centre Section - White (Louvolite) Measurement: Recess Size Spec. ins: Chain Length: 800 Location: Fitting ins:								

Net Total: 99.75
VAT: 0.00
Total: 99.75