

19-6-25 1 Repair

2x boxes

box 1

= 50

Alert (not trust)

Fox Motor (check)

RECEIVED
19 JUN 2025
SCANNED

box 2: 50 (6736 Demodrom)

2x 2071e2

Scott Ruderham

From: Customer Service @ Tropical <customerservice@tropicalblindsltd.co.uk>
Sent: 13 June 2025 12:46
To: Scott Ruderham
Subject: Re: Warranty on Motors SO14332 Alex Picot Trust - CP Interiors

Good afternoon Scotty

I am sorry for this and for the inconvenience caused.

I will have a new motor sent out to you as soon as we can FOC.

Please let me know if there is anything else that I can help with.

Kind Regards

Sam Barra

Assistant Head of Customer Services

On Fri, 13 Jun at 9:09 AM , Scott Ruderham <scott@cpinteriors.je> wrote:
Hi Sam

Sorry to bother you and ask but we have a slight issue !AHHHHHHHHHH

There were 3 x blinds in the boardroom and we have been sent 2 x replacement motors as the 3rd blind was working fine, but literally a day after we changed the 2 motors the 3rd blind motor has now had the same fate.

Is there any chance we can have the same replacement motor for the 3rd blind sent to us under warranty please?

Happy to send videos etc of the 3rd blind not working as proof.

Ref: ALE XPICOT TRUST

Many thanks

scotty

From: Scott Ruderham
Sent: 11 June 2025 10:40
To: Customer Service @ Tropical <customerservice@tropicalblindsltd.co.uk>
Subject: RE: Warranty on Motors SO14332 Alex Picot Trust - CP Interiors

Cheers Sam

Speak soon

scotty

From: Customer Service @ Tropical <customerservice@tropicalblindsltd.co.uk>
Sent: 11 June 2025 10:34
To: Scott Ruderham <scott@cpinteriors.je>
Subject: Re: Warranty on Motors SO14332 Alex Picot Trust - CP Interiors

Scott Ruderham

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Sent: 11 June 2025 10:34
To: Scott Ruderham <scott@cpinteriors.ie>
Subject: Re: Warranty on Motors SO14332 Alex Picot Trust - CP Interiors

Hello Scotty

Thank you for confirming, I will ask the accounts team to issue you a credit against the motors in that case.

Please let me know if there is anything else that I can help with.

Kind Regards
Sam Barra
Assistant Head of Customer Services

On Wed, 11 Jun at 10:28 AM , Scott Ruderham <scott@cpinteriors.ie> wrote:
Hi Sam

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: DEMETRIOU SO16736
Order Date: 22/05/2025
Order No: 5213883
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	Quantity	Unit Price	Disc %	Net
1. Roller - With Cass H/box SW/SprngSplash Maylar 2m R/F (D) 32mm Roller Tube, Open Fascia Cassette White, Standard Brackets Req., Cass/Fasc Spring Face Bracket - White, Standard P.V.C. Bottom Rail - 5m - White, Left Hand Control, White, Silver No. 10 Metal Operating Chain, No Scallop, No Braid Required, N/A, No Pole, No Finial, No Eyelets Required, No Pull Required, No Hold Down Clips Required, Reverse Roll, No Specials, No Specials, Easybreak No.10 Chain Connector - Grey For Metal Chain, Not Applicable Measurement: Blind Size Spec. ins: face fix brackets Location: Fitting ins: Chain Length: 800		815	1260	1	100.19	51.92 22.97	59.21
2. Roller - With Cass H/box SW/SprngSplash Maylar 2m R/F (D) 32mm Roller Tube, Open Fascia Cassette White, Standard Brackets Req., Cass/Fasc Spring Face Bracket - White, Standard P.V.C. Bottom Rail - 5m - White, Right Hand Control, White, Silver No. 10 Metal Operating Chain, No Scallop, No Braid Required, N/A, No Pole, No Finial, No Eyelets Required, No Pull Required, No Hold Down Clips Required, Reverse Roll, No Specials, No Specials, Easybreak No.10 Chain Connector - Grey For Metal Chain, Not Applicable Measurement: Blind Size Spec. ins: face fix brackets Location: Fitting ins: Chain Length: 800		815	1260	1	100.19	51.92 22.97	59.21

Net Total: 118.42
VAT: 0.00
Total: 118.42

Print Close