

Hi Rachel

I have input the remake as below colourway under log C25-135257

Kerry Haye
Customer Service



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From: Rachel Baugh <rachel@cpinteriors.ie>
Sent: 26 June 2025 10:25
To: Luxaflex - Technical Desk <admin.queries@luxaflex.co.uk>
Cc: Luxaflex - Technical Desk <admin.queries@luxaflex.co.uk>
Subject: Re: Urgent - Blind Issue SO15067 Payn - Damaged

Hi Ashleigh,

Please can we go for this option then, 2191 Tours, do you have all the info you need?

Thank you

Kind Regards

Rachel
Baugh

Interior Design Advisor
rachel@cpinteriors.je



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From: Luxaflex - Technical Desk <admin.queries@luxaflex.co.uk>

Date: Monday, 23 June 2025 at 16:23

To: Rachel Baugh <rachel@cpinteriors.je>

Cc: Luxaflex - Technical Desk <admin.queries@luxaflex.co.uk>

Subject: RE: Urgent - Blind Issue SO15067 Payn - Damaged

Hi Rachel,

We don't have a spec sheet I'm sorry, the fabric is 100% polyester and yes it is dimout
Kind Regards,

Ashleigh Harding



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From: Rachel Baugh <rachel@cpinteriors.je>
Sent: 23 June 2025 16:11
To: Luxaflex - Technical Desk <admin.queries@luxaflex.co.uk>
Cc: Luxaflex - Technical Desk <admin.queries@luxaflex.co.uk>
Subject: Re: Urgent - Blind Issue SO15067 Payn - Damaged

Hi Ashleigh,

That's great thank you – the client is interested in the below fabric then, could you advise what the properties are, is it dimout or do you have a spec sheet? Unfortunately the client has the samples in their possession now.

2191 Tours



Kind Regards

Rachel
Baugh

Interior Design Advisor
rachel@cpinteriors.je



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From: Luxaflex - Technical Desk <admin.queries@luxaflex.co.uk>

Date: Monday, 23 June 2025 at 15:00

To: Rachel Baugh <rachel@cpinteriors.je>

Cc: Luxaflex - Technical Desk <admin.queries@luxaflex.co.uk>

Subject: RE: Urgent - Blind Issue SO15067 Payn - Damaged

Hi Rachel,

The top one is 2191 Tours, the light grey one is 2145 Tanka and the dark grey is 2148 Strasbourg,
Kind Regards,

Ashleigh Harding



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From: Rachel Baugh <rachel@cpinteriors.je>

Sent: 20 June 2025 16:33

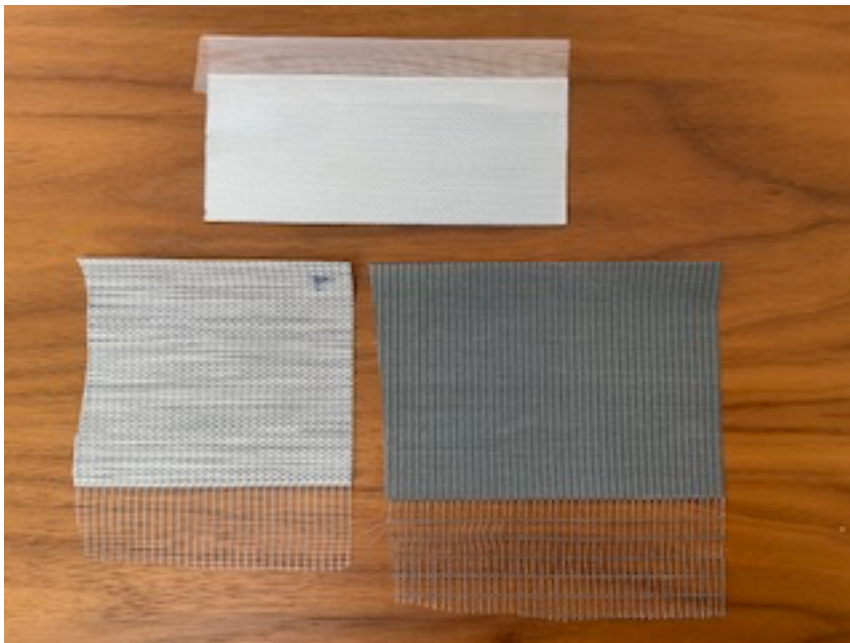
To: Luxaflex - Technical Desk <admin.queries@luxaflex.co.uk>

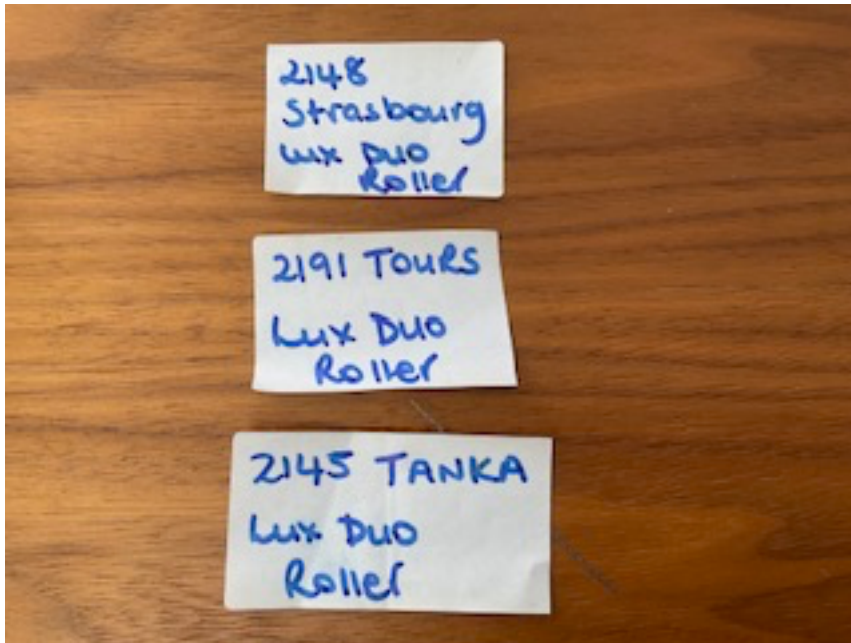
Subject: Re: Urgent - Blind Issue SO15067 Payn - Damaged

Hi Kerry

Please see attached clients choice (top of the 3 samples, silver shade). Unfortunately she removed the stickers off the back and cannot remember where they were meant to go. Are you able to work it out from the image?

The Top one is my choice (silver shade). Got these names mixed up with each sample so nothing to go by just the colour.





Kind Regards

Rachel
Baugh

Interior Design Advisor

rachel@cpinteriors.je



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From: Rachel Baugh <rachel@cpinteriors.je>

Date: Tuesday, 20 May 2025 at 13:42

To: Luxaflex - Technical Desk <admin.queries@luxaflex.co.uk>

Subject: Re: Urgent - Blind Issue SO15067 Payn - Damaged

Many thanks!

Kind Regards

Rachel
Baugh

Interior Design Advisor

rachel@cpinteriors.je



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From: Luxaflex - Technical Desk <admin.queries@luxaflex.co.uk>

Date: Tuesday, 20 May 2025 at 12:51

To: Rachel Baugh <rachel@cpinteriors.je>

Subject: RE: Urgent - Blind Issue SO15067 Payn - Damaged

Hi Rachel

I have posted some samples out today for you.

Kerry Haye

Customer Service



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From: Rachel Baugh <rachel@cpinteriors.je>

Sent: 20 May 2025 08:40

To: Luxaflex - Technical Desk <admin.queries@luxaflex.co.uk>

Subject: Re: Urgent - Blind Issue SO15067 Payn - Damaged

Hi Kerry,

Many thanks. This is the blind fabric – if you could please send samples of whatever you have closest to this, it would be greatly appreciated.

Look forward to hearing from you,



Kind Regards

Rachel
Baugh

Interior Design Advisor
rachel@cpinteriors.je



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From: Luxaflex - Technical Desk <admin.queries@luxaflex.co.uk>
Date: Wednesday, 7 May 2025 at 11:18
To: Rachel Baugh <rachel@cpinteriors.je>
Subject: RE: Urgent - Blind Issue SO15067 Payn - Damaged

Hi Rachel

Im happy to arrange samples im sorry through I have no access to the old multishade book so I cant see what the fabric actually looked like can you advise the colour of this and I will then send samples that might work for the customer.

Kerry Haye
Customer Service



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From: Rachel Baugh <rachel@cpinteriors.je>
Sent: 06 May 2025 15:12
To: Luxaflex - Technical Desk <admin.queries@luxaflex.co.uk>
Subject: Re: Urgent - Blind Issue SO15067 Payn - Damaged

Hi Alison,

I don't believe we have the duo roll book, we have only ever had multishade and twist.

Do you have any samples you could send that would be closest to what the client had previously? Not sure how else to do this otherwise.

Thanks for your help!

Kind Regards

Rachel
Baugh

Interior Design Advisor

rachel@cpinteriors.je



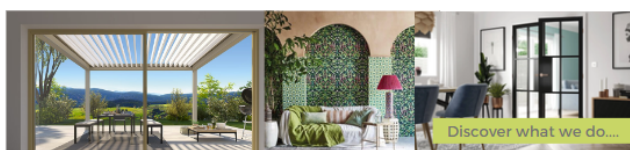
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From: Luxaflex - Technical Desk <admin.queries@luxaflex.co.uk>

Date: Tuesday, 6 May 2025 at 14:55

To: Rachel Baugh <rachel@cpinteriors.je>

Subject: RE: Urgent - Blind Issue SO15067 Payn - Damaged

Dear Rachel,

Thank you for your email, it is the Duo Roller collection that they will need to reselect from. The Twist collection was discontinued in November last year.

Kind Regards,

Alison Browne

Team Leader



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From: Rachel Baugh <rachel@cpinteriors.je>
Sent: 03 May 2025 13:03
To: Scott Ruderham <scott@cpinteriors.je>; Luxaflex - Technical Desk <admin.queries@luxaflex.co.uk>
Subject: Re: Urgent - Blind Issue SO15067 Payn - Damaged

Hi Kerry,

Thank you for your help on this, can you confirm it is the 'Twist' book the client will need to choose from? This is the only book we have here as we did get rid of the essentials multishade book when it was made obsolete.

Look forward to hearing from you,

Kind Regards

Rachel
Baugh

Interior Design Advisor
rachel@cpinteriors.je



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From: Scott Ruderham <scott@cpinteriors.je>
Date: Thursday, 1 May 2025 at 12:35
To: Rachel Baugh <rachel@cpinteriors.je>
Subject: FW: Urgent - Blind Issue SO15067 Payn - Damaged

From: Luxaflex - Technical Desk <admin.queries@luxaflex.co.uk>
Sent: 23 April 2025 11:22
To: Scott Ruderham <scott@cpinteriors.je>
Subject: RE: Urgent - Blind Issue SO15067 Payn - Damaged

Yes this will be free of charge as still in warranty 😊

Kerry Haye
Customer Service



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From: Scott Ruderham <scott@cpinteriors.ie>
Sent: 23 April 2025 11:17
To: Luxaflex - Technical Desk <admin.queries@luxaflex.co.uk>
Subject: RE: Urgent - Blind Issue SO15067 Payn - Damaged

Hi Kerry

Thank you for the response.

If we have to change to duorol remake – will this be done FOC under warranty?

Many Thanks
Scotty

From: Luxaflex - Technical Desk <admin.queries@luxaflex.co.uk>
Sent: 23 April 2025 11:01
To: Scott Ruderham <scott@cpinteriors.ie>
Subject: RE: Urgent - Blind Issue SO15067 Payn - Damaged

Hi Scotty

I am sorry there is an issue with the blind it could be the stiffening strip has come loose maybe and could be re inserted back in. if not then it would mean remaking but as you may be aware the essentials range of multishade was made obsolete last year. If we remake this can only be done through the Duo roller collection book and would mean the customer has to select the fabric for this blind.

Kerry Haye
Customer Service



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From: Scott Ruderham <scott@cpinteriors.je>
Sent: 23 April 2025 10:46
To: Luxaflex - Technical Desk <admin.queries@luxaflex.co.uk>; Luxaflex - Technical Support <technical.support@luxaflex.co.uk>
Subject: Urgent - Blind Issue SO15067 Payn - Damaged

Good Morning Luxaflex

I need some help please.

The blind (order attached) is just over a year old, we fitted May 2025.
The client has reported the fabric has already come off the frame. (image attached)

We cannot repair it, we have assessed.
Can this be replaced under warranty please a new blind?

I am just double checking the blind is definitely the one correlating to the attached order, but your feedback would be appreciated.

Many Thanks

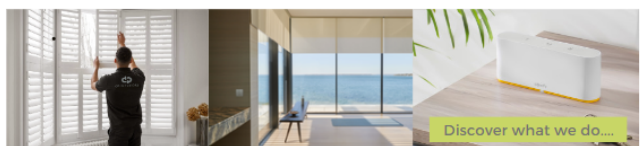
Kind regards,

Ruderham

Logistics/Customer Care
scott@cpinteriors.je



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