

Sent from my iPad

On 8 Jul 2025, at 00:02, Elaine Payn <robertspayn@gmail.com> wrote:

Rachel

Confirming that my preference is to keep my blind structure as it is and hopefully just the silver fabric to be changed 🙌

Failing this id choose a grey colour, middle cassette (but i don't want to loose my electric control)! Option1 bottom bar if it should be needed.

This being my word and testimony 🙏

🙏lets get this over with... I'm sure you feel the same Rachel 🙌

regards

Elaine

On 5 Jul 2025, at 11:35, Rachel Baugh <rachel@cpinteriors.je> wrote:

Hi Elaine,

Just to follow up on your call yesterday. As we have already discussed, Andy will discuss the options with you downstairs when he comes to fit the bedroom blind.

Luxaflex have sent me what the cassette looks like (middle on). I just need you to confirm in writing, the colour of the hardware. I would probably suggest grey or white. Grey would be closest to your existing but not he same.

Whilst there is no guarantee your exisitng motor can be used in this blind, Andy will look at it and assess on site to see what he can do as he thinks he can do it.

Please can you respond to this via email so I have all of your choices in writing, thank you!

<image003.png>

Cassette type (middle one)

<image007.jpg>

Option 1 bottom bar * recommended *

<image008.png>

Option 2 bottom bar

<image006.jpg>

Kind Regards

<image001.png>

Interior Design Advisor

rachel@cpinteriors.je

<image002.png>

From: Rachel Baugh <rachel@cpinteriors.je>

Date: Wednesday, 2 July 2025 at 10:05

To: Elaine Payn <robertspayn@gmail.com>

Subject: Re: Needing loving care

Hi Elaine,

Can you please confirm what hardware colour you would like?

As this is a slightly different model, the colours are a little bit different to the original one you had in the bedroom.

The colours are black, grey or white.

The standard with the silver fabric you chose is white, but I know your windows are dark so I will leave it to you to decide.

The hardware is things like the brackets and fixings etc.

<image003.png>

Kind Regards

<image004.png>

Interior Design Advisor

rachel@cpinteriors.je

<image005.png>

From: Elaine Payn <robertspayn@gmail.com>

Date: Monday, 9 June 2025 at 20:31

To: Rachel Baugh <rachel@cpinteriors.je>

Subject: Re: Needing loving care

On 9 Jun 2025, at 19:39, Elaine Payn <robertspayn@gmail.com> wrote:

Rachel,

I'd like to think that the roller can be taken out from the frame to keep all the same appearance in the bay window.

This is why i need someone preferably Andy because he's clued up.

1) the depth of the blind when open is approximately 7.5 inches taking most or the window sill space. as for the track, i can see what i have here in the K dinner but if in the lounge it can be covered, then we'd need to measure accordingly.

2) so as for measurements i cant take solo responsibility but I have managed to get the tape under the pelmet of the roller giving a 6'6" drop.

3) it is the width measurements I would like confirmed. The whole width is 9' from wall to wall but being there are handles in the way i would like someone from the company to view and confirm the correct measurement.

4) id be happy to accept 1000mm for the wand thank you.

Maybe the samples could be brought by hand if you can allow someones time for second opinion, id be grateful.

Kind Regards

Elaine

On 9 Jun 2025, at 15:04, Rachel Baugh <rachel@cpinteriors.je> wrote:

Hi Elaine,

Could you give me some approx. dimensions for the windows that you are requiring allusion blinds for? I can get you a quote done up then.

We could do the wand at that length no problem, the standard wand length is 800mm so 960mm would be fine, but anything over 1000mm would risk bending.

They are standard aluminium poles they shouldn't be any different to those you have had installed previously.

Kind Regards

<image001.png>

Interior Design Advisor

rachel@cpinteriors.je

[<image002.png>](#)

From: Elaine Payn <robertspayn@gmail.com>

Date: Thursday, 5 June 2025 at 14:25

To: Rachel Baugh <rachel@cpinteriors.je>

Subject: Re: Needing loving care

Hi,

Yes please Rachel.

While I've got you, going back to the Allusion for the big lounge window, I've had a rethink and instead of two separate blinds one would be more straight forward. Could the samples for this be sent together then I'd get them back soon as.

The measurement I gave you for this window are 9ft wide including 4" framework at each side. 2.05 inch handles are to be taken into consideration at both ends, these are positioned on two side windows. This still keeps the blind within the 4 inch framework, needs to be confirmed.

Are the length of the poles governed by the size of the blind Rachel, I'd prefer at least 36" to adequately get around furniture whilst pulling and I'm quite aware how bendy the white pole you were demonstrating, seemed, compared to my black sturdy one which copes much better to drag whilst holding in an outward position.

Look forward to hearing.

Elaine

On 5 Jun 2025, at 11:26, Rachel Baugh <rachel@cpinteriors.je> wrote:

Hi Elaine,

We have received the samples for the replacement blind in the bedroom, would you like me to pop these in the post for you?

Kind Regards

<image004.png>

Interior Design Advisor

rachel@cpinteriors.je

<image005.png>

From: Elaine Payn <robertspayn@gmail.com>

Date: Monday, 26 May 2025 at 22:30

To: Rachel Baugh <rachel@cpinteriors.je>

Subject: Re: Needing loving care

Thank you Rachel, i only wish id heard that months ago... being flagged!! Can you guide me as to how long it will take to get me out of this mess. As you can see now, the bar has dropped off the bottom of the blind, so it ain't going anywhere. I hope you've got the time to workout the cost of an Allusion replacement please and i pray that the replacement fabric in my bedroom will be of better quality. I am aware there will be a third blind on the horizon which will be dreadful being totally exposed, without anything at the bathroom window. 🙄 the bedroom fabric is hear this week, being it's a week ago that it's was sent, then i might just see 🙏 Andy hopefully. My regards, Elaine
<image003.jpg>

On 20 May 2025, at 08:43, Rachel Baugh <rachel@cpinteriors.je> wrote:

Hi Elaine,

Thank you for your email. As I mentioned to you in the showroom there is a bit of a waiting list at the moment to get Andy round to you however can confirm you are flagged high on our list.

I am also still waiting for the sample selection to arrive, as the model of blinds was discontinued we unfortunately no longer have the book. I have just followed this up and have been advised it has been sent. I expect these to be arriving with us soon so will let you know as soon as they do.

Kind Regards

<image001.png>

Interior Design Advisor
rachel@cpinteriors.je

<image002.png>

From: Elaine Payn <robertspayn@gmail.com>
Date: Tuesday, 20 May 2025 at 00:20
To: Rachel Baugh <rachel@cpinteriors.je>, Scott Ruderham <scott@cpinteriors.je>
Subject: Fwd: Needing loving care

Dear Rachel,

This is the state of my lounge blind, disgusted i am as it's been like this for a few months now. I have not known which way to turn after receiving your email Rachel of the 7/10/2024 stating nothing further can be done which came across quite abrupt at a busy time in my life for me to follow this through, hence the reason I'm living in such a mess, my bedrooms not much better. It's almost three weeks since we spoke and i followed it up with an email of statistics needed for an Allusion blind to replace this. How much longer is all this going to drag on??

<image003.jpg>

From: Elaine Payn <robertspayn@gmail.com>
Date: 6 May 2025 at 15:09:34 GMT+1
To: Allo Rachel <rachel@cpinteriors.je>, Ruderham Scott <scott@cpinteriors.je>
Subject: Fwd: Needing loving care

Dear Rachel and Scott,

After my visit last week i now have the measurements for choosing to use an Allusion blind, as long as its not ridiculously priced, as a pose to what's there now with a poll no less than 36ins. The one I have at present is black and very sturdy for pulling my full length 12ft Allusions. When open, this blind takes up approximately 22" space so to keep that to the minimum i have checked this out

I am aware that my lounge blind would work perfectly as two, being that when turned closed you loose the polls. My Allusion, butts right up to the wall on both sides so i think you need to assess how your demonstrating them Rachel as i can see by mine that two blind with poles work perfectly.

Now over to you, someone preferably Andy, id like him to bring me the sample book for my bedroom asap and at the same time i can discuss all this with him to make sure this will be successful. If you should have the spare time to pop in also just for ten minutes

because you're the one who puts the orders in i presume so let's get on with the job! I don't want visitors coming with it in this state.
Please don't waste anymore time on this it's gone on far too long.

Sincerely

Mrs Payn

On 23 Apr 2025, at 14:29, Elaine Payn <robertspayn@gmail.com> wrote:

Correct and what are you going to do about it your asap isn't good enough.
Don't tell me you haven't got Andy anymore. It seems like there's not enough fabric connected to the roll mechanism for this to happen. You'd know what to do about it if someone had come out to look.

Mrs P

On 23 Apr 2025, at 10:42, Scott Ruderham <scott@cpinteriors.je> wrote:

Hi Mrs Payn

Can I please just check one thing – is this blind the one in the master bedroom, the one we fitted early last year?

Many Thanks

Scotty

CP Interiors

From: Scott Ruderham

Sent: 09 April 2025 14:46

To: Elaine Payn <robertspayn@gmail.com>; Rachel Baugh <rachel@cpinteriors.je>

Subject: RE: Needing loving care

Hi Mrs Payn

Thank you for your email

Please bear with us and we will get back to you asap

Many Thanks

From: Elaine Payn <robertspayn@gmail.com>

Sent: 01 April 2025 14:00

To: Rachel Baugh <rachel@cpinteriors.je>; Scott Ruderham <scott@cpinteriors.je>

Subject: Needing loving care

From Mrs Payn

<image001.jpg>

Sent from my iPad