

SCAFF 13-10-25

24 x boxes

2 x SO16980 Ekko

1 x SO16296 Sumner EDD - FCC

1 x SO149601 Power - FCC

20 x SO16782 Warner

RECEIVED  
13 OCT 2025  
SCANNED

# SCC251136187 - CP Interiors



Created by	Tamara Lopez-Dominguez	Customer Information	Delivery Information	Order Notes
Group Order No	SCC251171838	Title	MS	
SC Order No	SCC251136187	First Name	Deniz	Address Line 1
Total Shutter SQ/M	1.53	Last Name	EKoc	Address Line 2
Freight Method	Sea	Order Reference	SO16980	Address Line 3
				Postcode
				DSV Road Ltd
				10 Brunel Way
				Segensworth Ind Est
				PO15 5TX

#1 Room Hall	Range Shutters - Antigua	Colour	Pure White	Width	635mm	Height	2405mm	Shutter Type	Full Height	Trade Price	£302.85	
Additional Shutter Options	Panel type	Regular										
Midrail & Louvre	Midrail	One	Position Critical	False	1st pos	950mm	Louvre	76mm	Tilt control	Silent Tilt	Split Position	mm
Layout	Config	R										
Frame Options	Frame	Plain L	Frame 46mm	Build out	None							
Stile & Hinge	Stile	41.3mm	Flat Butt	Hinge type	Standard	Hinge						
Fitted hardware	Side magnets	False	Roof Catch	False								
Batten #1	Type	Batten, 3 x 15	Colour	Pure White	Width	3mm	Depth	15mm	Length	2505mm	Qty	2
Batten #2	Type	Batten, 3 x 15	Colour	Pure White	Width	3mm	Depth	15mm	Length	735mm	Qty	1
Notes												

## Trade Discounted Price

Total Sqm	1.53	Total Trade Price	£302.85	Discount	-£128.71	Delivery	£0.00	Freight	£0.00	Sub Total With Discount	£174.14	VAT (20%)	£0.00	Total	£174.14
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**Scott Ruderham**

**From:** S:CRAFT <notifications@s-craft.co.uk>  
**Sent:** 18 September 2025 09:52  
**To:** Scott Ruderham  
**Subject:** EDR confirmation attached; SCED77150, Order No: SCA241116965



Hi Scott Ruderham,

Please find below confirmation for your recently submitted EDR, if you need to contact us about this order then please do quote the EDR number SCED77150

Order Reference: S016296

Customer Name: Mark & Caroline Sumner

You will be charged £0.00 (including VAT) for this.

Please note that normal lead times will apply.

Please note that this email inbox is not monitored. Should you have any queries please contact support@s-craft.co.uk or via telephone 01962 794530 option 1.

Kind regards,

S:CRAFT Customer Support Team

+44 (0)1962 794530

support@s-craft.co.uk

2x Master-Blade  
Venechans

TOC

and remote so I can keep on track.

If you can please advise and someone email me an official order confirmation for the motors, hub

DSV for the second lot of replacement motors and hub.

We also incur costs from DSV for carriage/delivery of the replacement motors as well as postal costs to return the faulty stock. I presume or ask that these costs / invoices are forwarded to your accounts dept as not our fault and will incur unnecessary costs to CP. I already have one invoice on hold from

back from our last visit and again will be a 3<sup>rd</sup> lot.

Also - I have posted back previous items for this order and have 2 more boxes here as well to post

issue?

I appreciate this but this will be the third time now changing motors etc - will it definitely resolve the

Hi Mark

[EXTERNAL EMAIL] This email originated outside of your organisation, please take care and do not click links and/or open attachments unless you recognise the sender and know the content is safe.

Duorols - CP Interiors - SCD251124173

Subject: RE: URGENT!!!!!! ANOTHER ISSUE !!!!!!!FW: [CASE:190234] SO16496Q1 - Issue with Remote / Blind

Cc: Ellie Robertson <erobertson@s-craft.co.uk>; Adam Rolph <ARolph@s-craft.co.uk>

To: Mark Duwell <MDuwell@s-craft.co.uk>; Emma Jones <ejones@s-craft.co.uk>

Sent: 22 September 2025 11:19

From: Scott Ruderham <scott@cpinteriors.jp>

www.s-craft.co.uk



MDuwell@s-craft.co.uk



07884 432139



Head of Partner Development

**MARK DUWELL**

Mark

Kind regards

Yes we will credit you for the fees to return the goods to us, please send the details to [accounts@s-craft.co.uk](mailto:accounts@s-craft.co.uk) once the job is installed to your satisfaction.

The factory assures me this will resolve all the issues.

Hi Scott

with Remote / Blind Duorols - CP Interiors - SCD251124173

RE: URGENT!!!!!! ANOTHER ISSUE !!!!!!!FW: [CASE:190234] SO16496Q1 - Issue

Ellie Robertson; Adam Rolph

Scott Ruderham; Emma Jones

22 September 2025 11:58

Mark Duwell <MDuwell@s-craft.co.uk>

Subject:

Cc:

To:

Sent:

From:

Scott Ruderham

x Send x 2 lots

Send invoice

of hubs/motors to Scott.

**[EXTERNAL EMAIL] This email originated outside of your organisation, please take care and do not click links and/or open attachments unless you recognise the sender and know the content is safe.**

Good Morning All

Following our call on Thursday @Mark Duwell you were going to speak again to the factory and get back to me.

Please can you advise on whether you have a solution yet please?

Many thanks

Scotty

CP Interiors

**From:** Mark Duwell <MDuwell@s-craft.co.uk>

**Sent:** 11 September 2025 10:52

**To:** Scott Ruderham <scott@cpinteriors.ie>; Emma Jones <ejones@s-craft.co.uk>

**Cc:** Ellie Robertson <erobertson@s-craft.co.uk>

**Subject:** RE: URGENT!!!!!! ANOTHER ISSUE!!!!!! FW: [CASE:190234] S016496Q1 - Issue with Remote / Blind Duorols - CP Interiors - SCD251124173

Hi Emma

I have just spoken to Andy, he has confirmed he carried out the same process on all the blinds and it was the last one that would not connect to the app no mater what he tried. Can you reach out to the factory for their support and guidance as I am at a loss to solve this issue.

Kind regards

Mark

**MARK DUWELL**

Head of Partner Development



07884 432139



MDuwell@s-craft.co.uk



www.s-craft.co.uk

**From:** Scott Ruderham <scott@cpinteriors.ie>

**Sent:** 11 September 2025 10:36

**To:** Mark Duwell <MDuwell@s-craft.co.uk>; Emma Jones <ejones@s-craft.co.uk>

**Cc:** Ellie Robertson <erobertson@s-craft.co.uk>

**Subject:** RE: URGENT!!!!!! ANOTHER ISSUE!!!!!! FW: [CASE:190234] S016496Q1 - Issue with Remote / Blind Duorols - CP Interiors - SCD251124173

**From:** Scott Ruderham  
**Sent:** 11 September 2025 08:45  
**To:** Arolph@s-craft.co.uk; Support Team; Emma Jones  
**Cc:** Tamara Lopez-Dominguez  
**Subject:** URGENT!!!!!! ANOTHER ISSUE!!!!!!FW: [CASE:190234] SO16496Q1 - Issue with Remote / Blind Duorols - CP Interiors - SCD251124173  
**Attachments:** WhatsApp Video 2025-09-10 at 16:51.10 Mr Power.mp4

Good Morning,

We went to site yesterday following reporting issues with the 4 x sun lounge blinds. You sent new motors and a new hub. All of the blinds now work with the remote control but after several attempts we have managed to get three of the blinds working with the hub but the fourth blind will not pair to the hub.

I have attached a video from my fitting team for you to review.

I cannot explain enough how I rate my client is, this has been going on for several months now and we are very frustrated that this has not resolve the issue.

Please can someone review this as a matter of priority and get back to me ASAP!

Many Thanks,

Scotty  
CP Interiors

**From:** Scott Ruderham  
**Sent:** 23 July 2025 13:12  
**To:** S:CRRAFT Support <support@s-craft.co.uk>; Emma Jones <ejones@s-craft.co.uk>  
**Cc:** Arolph@s-craft.co.uk  
**Subject:** FW: [CASE:190234] SO16496Q1 - Issue with Remote / Blind Duorols - CP Interiors - SCD251124173  
Good Afternoon S Craft

I have to advise of the following regarding this order:

We requested a remake of the kitchen blind due to issues reported – we fitted this today and is great, thank you! But there is still trouble with the 4 x Sunlounge blinds.

We reported previously that the blinds were not pairing to the remote and you sent us a replacement remote. We tried to program today and are having issues still.  
I have attached videos for you to review.

There is also an issue with the HUB – it is not programming to the blinds – we cannot add the products to the hub.

**From:** Scott Ruderham  
**Sent:** 22 September 2025 12:26  
**To:** Mark Power  
**Subject:** SO16496Q1 - Blinds CP Interiors

Good Morning Mr Power,

I hope all is well.

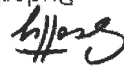
Following on from our previous correspondence both myself and Andy (fitter) have been speaking directly to the head of technical and the manufacturing depts at our supplier regarding the ongoing issue with the Hub system on your blinds.

I have been unrelenting in my attempt to get a solution and answers from them, and they have come back and advised of the following:

- They will be sending out more replacement motors, a new remote control and new hub system. They have assured me this will resolve the issue and have been doing extensive testing in the factory with the ones they plan to dispatch and are confident they have it right this time.

Please allow me to extend my apologies for this ongoing issue, but if we can please give it one more go and when the replacement parts arrive I shall contact you and arrange a time for Andy to come back.

Kind regards,



Logistics/ Customer Care  
scott@cpiinteriors.je



Unit 28 Rue Des Pres Trading Estate  
St Saviour  
Jersey  
JE2 7QN  
01534 768141 | [www.cpiinteriors.je](http://www.cpiinteriors.je)



14.71	Total Sqm	£4,187.31	Total Trade Price	-£1,779.60	Discount	£0.00	Delivery	£0.00	Freight	£2,407.71	Sub Total With Discount	£0.00	VAT (20%)	£2,407.71	Total
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Trade Discounted Price

Notes																
#3 Room	Bed 3	Range	Shutters - Fill	Colour	Stain - Cherry	Width	3700mm	Height	602mm	Shutter Type	Full Height	Trade Price	£615.99			
Additional Shutter Options																
Midrail & Louvre																
Layout																
Frame Options																
Sillie & Hinge																
Fitted hardware																
Batten #1																
Type Batten, 3 x 15																
Colour Stain - Cherry																
Width 3mm																
Depth 15mm																
Length 2422mm																
Qty 2																
Side magnets False																
Roof Catch False																
Sillie 41.3mm Beaded D-Mould Stile																
Hinge type Standard Hinge																
Hinge colour Antique Brass																
Frame Beaded L Frame 46mm																
Build out None																
T Post Type T-Post with insert 46mm																
Posts 11, 1233mm																
Split Position 2 mm																
Midrail None																
Louvre 63mm																
Tilt control Silent Tilt																
Split Position mm																
Split Position 2 mm																
Panel Type Regular																
Tier on Tier Position 1500mm																
Colour Stain - Cherry																
Width 815mm																
Height 2322mm																
Shutter Type Tier-on-Tier																
Trade Price £636.69																
Notes																
#4 Room	Bed 3 Side	Range	Shutters - Fill	Colour	Stain - Cherry	Width	815mm	Height	2322mm	Shutter Type	Tier-on-Tier	Trade Price	£636.69			
Additional Shutter Options																
Midrail & Louvre																
Layout																
Frame Options																
Sillie & Hinge																
Fitted hardware																
Batten #2																
Type Batten, 3 x 15																
Colour Stain - Cherry																
Width 3mm																
Depth 15mm																
Length 1020mm																
Qty 1																
Side magnets False																
Roof Catch False																
Sillie 41.3mm Beaded D-Mould Stile																
Hinge type Standard Hinge																
Hinge colour Antique Brass																
Frame Beaded L Frame 76mm																
Frame sides Top																
Frame Bottom																
None Left																
Frame Right																
Frame Frame																
Frame sides #3: Build out None																
Split Position 2 mm																
Panel Type Regular																
Tier on Tier Position 1500mm																
Colour Stain - Cherry																
Width 1830mm																
Height 2318mm																
Shutter Type Tier-on-Tier																
Trade Price £1,186.69																
Notes																
#3 Room	Bed 3	Range	Shutters - Fill	Colour	Stain - Cherry	Width	1830mm	Height	2318mm	Shutter Type	Tier-on-Tier	Trade Price	£1,186.69			
Additional Shutter Options																
Midrail & Louvre																
Layout																
Frame Options																
Sillie & Hinge																
Fitted hardware																
Batten #1																
Type Batten, 3 x 15																
Colour Stain - Cherry																
Width 3mm																
Depth 15mm																
Length 1930mm																
Qty 2																
Side magnets False																
Roof Catch False																
Sillie 41.3mm Beaded D-Mould Stile																
Hinge type Standard Hinge																
Hinge colour Antique Brass																
Frame Beaded L Frame 46mm																
Frame sides Top																
Frame Bottom																
None Left																
Frame Right																
Frame Frame																
Frame sides #3: Build out None																
Split Position 2 mm																
Panel Type Regular																
Tier on Tier Position 1500mm																
Colour Stain - Cherry																
Width 1830mm																
Height 2318mm																
Shutter Type Tier-on-Tier																
Trade Price £1,186.69																
Notes																
#2 Room	Bed 2	Range	Shutters - Fill	Colour	Stain - Cherry	Width	1830mm	Height	2318mm	Shutter Type	Tier-on-Tier	Trade Price	£1,186.69			
Additional Shutter Options																
Midrail & Louvre																
Layout																
Frame Options																
Sillie & Hinge																
Fitted hardware																
Batten #2																
Type Batten, 3 x 15																
Colour Stain - Cherry																
Width 3mm																
Depth 15mm																
Length 2407mm																
Qty 2																
Side magnets False																
Roof Catch False																
Sillie 41.3mm Beaded D-Mould Stile																
Hinge type Standard Hinge																
Hinge colour Antique Brass																
Frame Beaded L Frame 76mm																
Frame sides Top																
Frame Bottom																
None Left																
Frame Right																
Frame Frame																
Frame sides #3: Build out None																
Split Position 2 mm																
Panel Type Regular																
Tier on Tier Position 1500mm																
Colour Stain - Cherry																
Width 810mm																
Height 2307mm																
Shutter Type Tier-on-Tier																
Trade Price £561.25																
Notes																
#1 Room	Master En Suite	Range	Shutters - Fill	Colour	Stain - Cherry	Width	810mm	Height	2307mm	Shutter Type	Tier-on-Tier	Trade Price	£561.25			
Additional Shutter Options																
Midrail & Louvre																
Layout																
Frame Options																
Sillie & Hinge																
Fitted hardware																
Batten #1																
Type Batten, 3 x 15																
Colour Stain - Cherry																
Width 3mm																
Depth 15mm																
Length 2407mm																
Qty 2																
Side magnets False																
Roof Catch False																
Sillie 41.3mm Beaded D-Mould Stile																
Hinge type Standard Hinge																
Hinge colour Antique Brass																
Frame Beaded L Frame 76mm																
Frame sides Top																
Frame Bottom																
None Left																
Frame Right																
Frame Frame																
Frame sides #3: Build out None																
Split Position 2 mm																
Panel Type Regular																
Tier on Tier Position 1500mm																
Colour Stain - Cherry																
Width 810mm																
Height 2307mm																
Shutter Type Tier-on-Tier																
Trade Price £561.25																
Notes																

SCL251134584 - CP Interiors

Created by	Rachel Allio	SC241133196	Title	WSHINA WCL
Group Order No	SC241133196	Address Line 1	DSV Road	Order Notes
SC Order No	SCL251134584	Address Line 2	10 Brunel	If possible, this full order is high priority and would appreciate any acceleration on the order, thank you.***AWAITING CONFIRMATION OF STILES ON LINE 5***
Total Shutter SQ/M	14.71	Last Name	Warner	Address Line 3
Freight Method	Sea	Order Reference	SO16782	Postcode
				P015 5TX
				Ind Est
				Segensworth Way

SCL251134584 - CP Interiors

