

28-10-25

RECEIVED

23 OCT 2025

SCANNED □

~~1 topical~~

3x boken

SO17134

Maternachimme

(2x box)

-2x blinds

12x 1st voneg

SO17140

2x Davies remake

Order Acknowledgement
 Cust Order No : SO17134 MUTEMACHIMWE
 Order Date : 15/10/2025
 Order No : 1010882
 Account Ref : CPS007
 Dispatch method : DHL Economy
 Delivery Date: 21/10/2025
 Carriage Type : DHL Economy Select



Tropical Blinds Ltd
 Unit 6 and 7 Five Arches Business Est
 off Maidstone Road
 Sidcup
 Kent DA14 5AE
 T: 020 8269 6400
 F: 020 8269 6401

<p>Order to : C.P Interiors Rue Des Pres Trading Estate St. Savour Jersey Channel Islands JE2 7QN</p>	<p>Deliver to : C.P Interiors 2 Rue Des Pres Trading Estate St Savour Jersey Channel Islands JE2 7QN</p>
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Type	Colour	Width	Drop	Quantity	Unit Price	Disc %	Net
Allusion Wand Operated	Horizon Graphite A/F (L)	1465	2030	1	282.45	20	225.96
Allusion Channel with Tilt White, Allusion Fabric Header Strip - Light Grey, Wand Operated, Right Control, Right Bunch, Vogue T/F Brkt-Sprung-White, Blind is safe by design and requires no additional devices or warning labels							
Measurement: Recess Size Spec. Ins: Install Height: Not Specified Location: Kitchen							

Allusion Wand Operated	Horizon Parchment A/F (L)	1563	2580	1	416.50	20	333.20
Allusion Channel with Tilt White, Allusion Fabric Header Strip - Ivory, Wand Operated, Right Control, Right Bunch, Vogue T/F Brkt-Sprung-White, Blind is safe by design and requires no additional devices or warning labels							
Measurement: Recess Size Spec. Ins: Install Height: Not Specified Location: Living Room							

Net Price :	£559.16
VAT :	£0.00
Total :	£559.16

If a Premium carriage service is requested (Pre Noon, Pre 10.30, Saturday or Saturday Pre Noon) the relevant charge will be applied to your invoice. Goods delivered to the following areas: Cornwall, Dyfed, Powys, Anglesey, Gwynedd, Scotland, Isle of Wight, Isle of Man, Isle of Scilly, Channel Isles, Northern Ireland and Republic of Ireland will be subject to a carriage charge as detailed on Page 2 of our trade price list. These carriage charges may not appear on your Proforma invoice or Order acknowledgement but will be applied to your invoice

Tropical Blinds Ltd
 Unit 6 and 7 Five Arches Business Est
 off Maidstone Road
 Sidcup
 Kent DA14 5AE
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Order Acknowledgement

Cust Order No : SO17140 DAVIES/REMAKE
 Order Date : 10/10/2025
 Order No : 1009898
 Account Ref : CPS007
 Dispatch method : DHL Economy
 Delivery Date : 21/10/2025
 Carriage Type : DHL Economy Select

Fac

Order to :

C.P Interiors
 Rue Des Pres Trading Estate
 St. Savlour
 Jersey
 Channel Islands
 JE2 7QN

Deliver to :

C.P Interiors 2
 Rue Des Pres Trading Estate
 St Savlour
 Jersey
 Channel Islands
 JE2 7QN

Type	Colour	Width	Drop	Quantity	Unit Price	Disc %	Net
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25mm Elan Enclosed B/R	TR0197 - 25mm Solid Slat	1230	1165	1	115.23	100	0.00
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Wand Tilt, Standard, Elan Headrail - TR116, Enclosed 25mm Bottom Rail - TR116, Venetian Cord Cleat 2 Part
 Router/Elan Top Fix Bracket - New Style, Venetian Cord Cleat 2 Part

Measurement: Recess Size Spec. Ins:

Install Height: Not Specified Location: Living Room

25mm Elan Enclosed B/R	TR0197 - 25mm Solid Slat	1490	1055	1	115.23	100	0.00
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Wand Tilt, Standard, Elan Headrail - TR116, Enclosed 25mm Bottom Rail - TR116, 25mm Ladder Braid - White*,
 Router/Elan Top Fix Bracket - New Style, Venetian Cord Cleat 2 Part

Measurement: Recess Size Spec. Ins:

Install Height: Not Specified Location: Hallway

Net Price :	£0.00
VAT :	£0.00
Total :	£0.00

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From: Customer Service @ Tropical <customerservice@tropicalblindsstd.co.uk>
Sent: 10 October 2025 11:53
To: Scott Ruderham
Cc: Tamara Lopez-Dominguez
Subject: Re: SO17140 Davies - Colour incorrect Blinds

Hello Scotty

Yes absolutely, a remake of both blind has been raised.

Kind Regards

Sam Barra

Assistant Head of Customer Services

On Fri, 10 Oct at 11:47 AM, Scott Ruderham <scott@cpinteriorsje> wrote:
Hi Sam,

Thanks for this – just double checking, remakes for both blinds please?!

Many thanks

Scotty

From: Customer Service @ Tropical <customerservice@tropicalblindsstd.co.uk>
Sent: 10 October 2025 11:35
To: Scott Ruderham <scott@cpinteriorsje>
Cc: Tamara Lopez-Dominguez <Tamara@cpinteriorsje>
Subject: Re: SO17140 Davies - Colour incorrect Blinds

Good morning

I am sorry for this and for the inconvenience caused.

A remake has been raised and passed through to the processing team to be put into production.

The despatch date for this will be scheduled for as soon as possible.

Kind Regards

Sam Barra

Assistant Head of Customer Services

On Fri, 10 Oct at 9:09 AM, Scott Ruderham

<scott@cpinteriorsje> wrote:

Good Morning Tropical

Can you please have a look at this order Ref: SO17140
We ordered 4 x aluminium venetian blinds all in MATT ... the 2 x
below ones have arrived as satin? The client is not accepting
them in this colour, so can I please ask they are re-made FOC in
MATT?

From: Scott Ruderham
Sent: 10 October 2025 09:28
To: 'terridavies@hotmail.co.uk'
Cc: Tamara Lopez-Dominguez
Subject: SO17140 Blinds - CP Interiors

Good morning Mrs Davies

I hope you are well.

I just tried calling your landline to follow up regarding our fitting appointment yesterday.

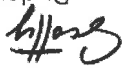
My fitter has reported the blinds in the living room and hallway have come down in a satin (shiny) effect instead of the Matt option you ordered.

I can only apologise for this. I have checked our order with the supplier, and it is their error and they will remake the blinds as quickly as possible.

There is also a 10mm shortness on the blind in bedroom 2, again please accept our apologies for this, I can have this collected, adjusted, and returned same day as we fit the replacement blinds.

If you do wish to have a chat my number is 768141 but please rest assure, I will have this resolved for you as quickly as possible.

Kind regards,



Ruderham

Logistics/Customer Care
scott@cpinteriors.je



Unit 28 Rue Des Pres Trading Estate
St Saviour
Jersey
JE2 7QN
01534 768141 | www.cpinteriors.je



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** On like for like products only

Discover what we do...

Scott Ruderham

From:

Scott Ruderham

Sent:

10 October 2025 09:07

To:

Customer Service @ Tropical

Cc:

Tamara Lopez-Dominguez

Subject:

SO17140 Davies - Colour incorrect Blinds

Attachments:

Tropical Blinds Ltd Invoice 1550785.pdf; Davies 3.jpeg; Davies 2.jpeg; Davies 1.jpeg

Good Morning Tropical

Can you please have a look at this order Ref: SO17140

We ordered 4 x aluminium venetian blinds all in MATT ... the 2 x below ones have arrived as

sat in? The client is not accepting them in this colour, so can I please ask they are re-made FOC in

MATT?

I have attached a couple of photos for reference of the blinds.

5	1	115.23	1155	1220	TR0197 - 25mm Solid Slat	25mm Elan Enclosed B/R	Wand Tilt, Standard, Elan Headrail - TR116, Enclosed 25mm Bottom Rail - TR116, Venetian Cord Cleat 2 Part	0.00	5
5	1	115.23	1045	1480	TR0197 - 25mm Solid Slat	25mm Elan Enclosed B/R	Wand Tilt, Standard, Elan Headrail - TR116, Enclosed 25mm Bottom Rail - TR116, 25mm Ladder Braid - White, Roulette/Elan Top Fix Bracket - New Style, Venetian Cord Cleat 2 Part	0.00	5

Kind regards,

Ruderham

Logistics/Customer Care
scott@cpinteriors.jp



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