
Scott Ruderham

From: S:CRAFT Support <support@s-craft.co.uk>
Sent: 08 December 2025 17:23
To: Scott Ruderham
Subject: Re: URGENT!!!!!!!!!! ANOTHER ISSUE!!!!!!!!!!!!FW: [CASE:190234] SO16496Q1 - Issue with Remote / Blind Duorols - CP Interiors - SCD251124173

MR Power

Hi,

As this isn't raised via portal you wont receive a confirmation email, so keep a hold of my previous email advising what is being remade.

Kind Regards,

4xbox

Emma Jones

Customer Support Executive

Tel: 01962 794530

6/1/25

SUPPORT TEAM

Technical Support Team



Support@s-craft.co.uk



www.s-craft.co.uk

From: scott@cpinteriors.je

Date: 08/12/2025 02:44pm

To: support@s-craft.co.uk

Cc: arolph@s-craft.co.uk

Subject: RE: URGENT!!!!!!!!!! ANOTHER ISSUE!!!!!!!!!!!!FW: [CASE:190234] SO16496Q1 - Issue with Remote / Blind Duorols - CP Interiors - SCD251124173

[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.

RECEIVED
12/11/25
SCANNED

Hi Emma

I hope you had a nice weekend.

Sorry to ask again, I have still not received an EDR confirmation for thes4 x blinds being re-made?

Scott Ruderham

From: Scott Ruderham
Sent: 02 December 2025 16:28
To: 'S:CRAFT Support'
Cc: Adam Rolph
Subject: RE: URGENT!!!!!!!! ANOTHER ISSUE !!!!!!!!!!!FW: [CASE:190234] SO16496Q1 - Issue with Remote / Blind Duorols - CP Interiors - SCD251124173

Hi Emma

Ok thanks for confirming – will you send an official order/EDR conf? or shall I just use this email ad confirmation?

Thanks
Scotty

From: S:CRAFT Support <support@s-craft.co.uk>
Sent: 02 December 2025 16:10
To: Scott Ruderham <scott@cpinteriors.je>
Cc: Adam Rolph <arolph@s-craft.co.uk>
Subject: Re: URGENT!!!!!!!! ANOTHER ISSUE !!!!!!!!!!!FW: [CASE:190234] SO16496Q1 - Issue with Remote / Blind Duorols - CP Interiors - SCD251124173

Hi Scott,

We will be remaking all 4 blinds, as we cannot guarantee alignment of the stripes if only 1 is remade.

Sun Lounge w1

Sun Lounge W2

Sun Lounge W3

Sun Lounge W4

Kind Regards,

Emma Jones

Customer Support Executive

Tel: 01962 794530

Scott Ruderham

From: Scott Ruderham
Sent: 26 November 2025 11:40
To: 'Mark Duwell'
Cc: S:CRAFT - Support; Emma Jones
Subject: RE: URGENT!!!!!!!!!! ANOTHER ISSUE !!!!!!!!!!!FW: [CASE:190234] SO16496Q1 - Issue with Remote / Blind Duorols - CP Interiors - SCD251124173
Attachments: Power damage 1.jpg

Hi Mark,

We have today been to site to change the motors, hub and remote control on this job, the ongoing one we have had multiple issues with.

I am happy to advise that all is working fine now – thanks for sorting, but I have one issue I need to raise as below.

The client was operating the blind from the Line below and when using as normal, the fabric broke as it got jammed.

Us and the client are utterly frustrated with the issues on this project so can I please ask this blind is remade FOC and sent to us as a matter of urgency?

I cannot do an EDR on the portal, it does not give me the option, so hoping this can be sorted.

Ps – I will return the old motors and remote controls etc once this replacement blind is fitted once received.

Many thanks

	11	Roller/Romex blinds	Mirande	Sun Lounge W2
Group order number	SC251154698			
SC Order no	SCD251124173			