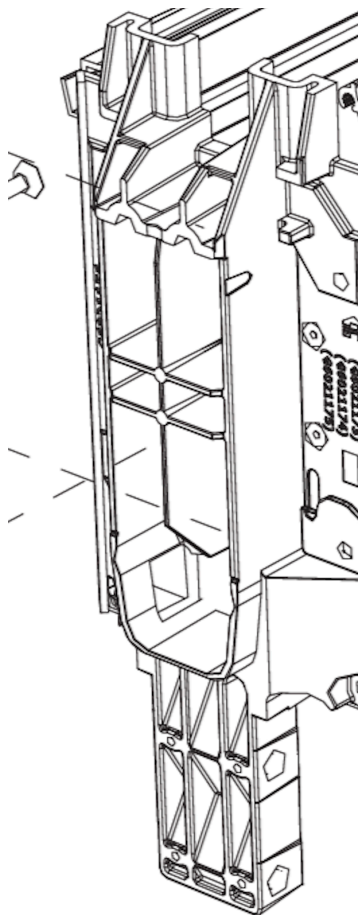


Hi Tina,

Thank you!

This was my wording below and all images/videos are attached.

Parts that link the beam to the posts internally have snapped/cracked in wind, meaning the unit is unstable, swaying and water is now coming in. I have attached a close up of the part required plus as many images as possible from the construction. We have plotted on a drawing with 'x' which components are noticeably cracked however we would like replacements for all posts because others are now also showing signs of weakness with hairline cracks will continue to break.



Kind Regards

Rachel
Baugh

Interior Design Advisor

rachel@cpinteriors.je



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



From: Outdoor UK <outdoor-uk@renson.be>
Date: Tuesday, 13 January 2026 at 14:25
To: Rachel Baugh <rachel@cpinteriors.je>
Cc: Scott Ruderham <scott@cpinteriors.je>
Subject: RE: Turner - Eagles Rest

Hi Rachel,

I can see that there are some drafts for the service complaint.
Please, can you send me the files for attachment? Then I will try from my end if I have more luck.

Thanks,

Tina Mott

Internal Account Representative



tina.mott@renson.net
Mob: **+45 3027 7480**



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From: Rachel Baugh <rachel@cpinteriors.je>
Sent: Tuesday, January 13, 2026 11:56 AM
To: Outdoor UK <outdoor-uk@renson.be>; Scott Ruderham <scott@cpinteriors.je>
Subject: Re: Turner - Eagles Rest

Hi Tina,

I have tried to register a complaint multiple times and keep getting the attached error message.

All images are under the 20 MB limit and only 10 files are added as per the MAX 10 Files so not sure what the issue is.

How can I register the complaint please ?



Order information



Complaint description



Complaint overview

✖ Oops, it appears there was an issue handling your request. Please try again. If the problem persists, please contact our support. ✕

Details ▾

An error occurred while saving the entity changes. See the inner exception for details. (500)

FaultId: 56aa2599-ef09-4fe4-9f98-3356a019a66c

Type: ApplicationError

Detail: String or binary data would be truncated in table 'renson-co-prd-rio-prd-dba.Project.DocumentDetails', column 'Name'. Truncated value:

'ProjectSheet/2026/01/PROJECTSHEET-WEBID-7C543C50-9918-4C36-A284-F1853338F322/202508-0198U-012 - VAL2'.

\$component: <CONSUME_RESULT_SET_ASYNC>D_4

meaning the unit is
part required plus
g with 'x' which
posts because
e to break.

Max. 10 files
Max. 20 MB per file

- Screenshot 2026-01-12 at 10... (158.07 KB) ✕
- Screenshot 2026-01-12 at 10... (710.85 KB) ✕
- Screenshot 2026-01-13 at 10... (104.51 KB) ✕
- Screenshot 2026-01-13 at 10... (1.34 MB) ✕
- Screenshot 2026-01-13 at 10... (799.80 KB) ✕
- Screenshot 2026-01-13 at 10... (1.96 MB) ✕
- Screenshot 2026-01-13 at 10... (2.49 MB) ✕
- Screenshot 2026-01-13 at 10... (2.45 MB) ✕
- Screenshot 2026-01-13 at 10... (1.86 MB) ✕

Project
TURNER - EAGLES REST
SO15843

Original order
SO15843_COPY_COPY1_C
OPY1

General information

Complaint reference
TURNER - EAGLES REST SO15843 - SO15843_COPY_COPY1_COPY1 - Internal Post parts

Describe your problem

Problem type
Product related: functional

Please describe the problem as thoroughly as possible

Parts that link the beam to the posts internally have snapped/cracked in wind, meaning the unit is unstable, swaying and water is now coming in. I have attached a close up of the part required plus as many images as possible from the construction. We have plotted on a drawing with 'x' which components are noticeably cracked however we would like replacements for all posts because others are now also showing signs of weakness with hairline cracks will continue to break.

Attachments to clarify the problem & speed up processing

Choose your files or drag them here

Max. 10 files
Max. 20 MB per file

- Screenshot 2026-01-12 at 10... (158.07 KB) ×
- Screenshot 2026-01-12 at 10... (710.85 KB) ×
- Screenshot 2026-01-13 at 10... (104.51 KB) ×
- Screenshot 2026-01-13 at 10... (1.34 MB) ×
- Screenshot 2026-01-13 at 10... (799.80 KB) ×
- Screenshot 2026-01-13 at 10... (1.96 MB) ×
- Screenshot 2026-01-13 at 10... (2.49 MB) ×
- Screenshot 2026-01-13 at 10... (2.45 MB) ×
- Screenshot 2026-01-13 at 10... (1.86 MB) ×
- WhatsApp Video 2026-01-12... (938.99 KB) ×

 Complaint

Kind Regards

Rachel
Baugh

Interior Design Advisor

rachel@cpinteriors.je



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** On like for like products only

From: Outdoor UK <outdoor-uk@renson.be>

Date: Monday, 12 January 2026 at 12:13

To: Rachel Baugh <rachel@cpinteriors.je>

Subject: RE: Turner - Eagles Rest

Hi Rachel,

The parts should be available to order when you enter a Service Part order and link it to the original order reference. Please put in the text that this is a complaint.
If for any reason it's not possible to specify the parts via service part order, you can enter as a complaint, and the service agent will create a service order with the parts.
Kindly note that the latter has a handling period of 2½ weeks.

Tina Mott
Internal Account Representative



tina.mott@renson.net
Mob: +45 3027 7480




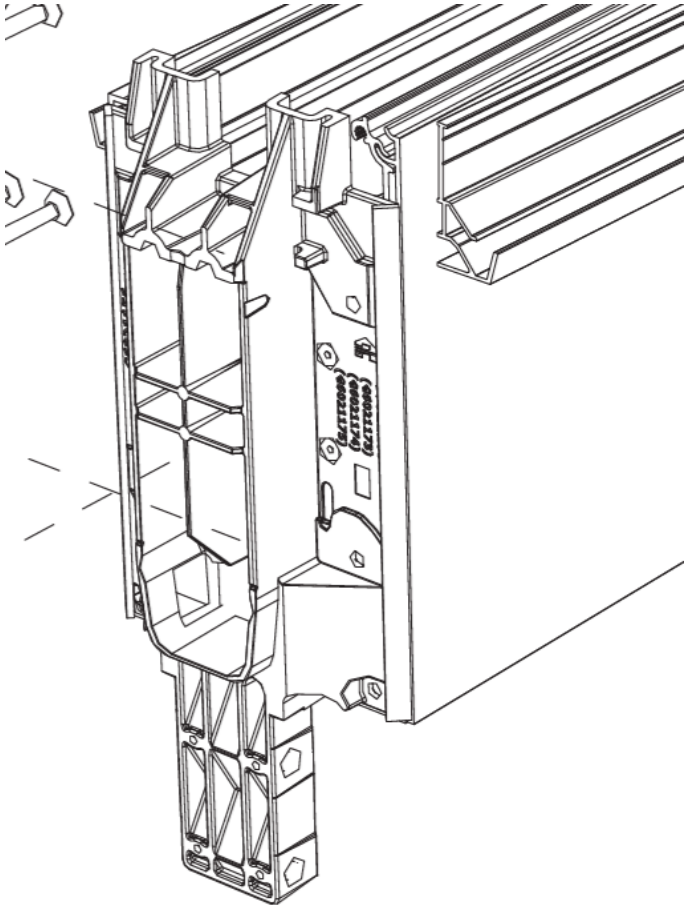
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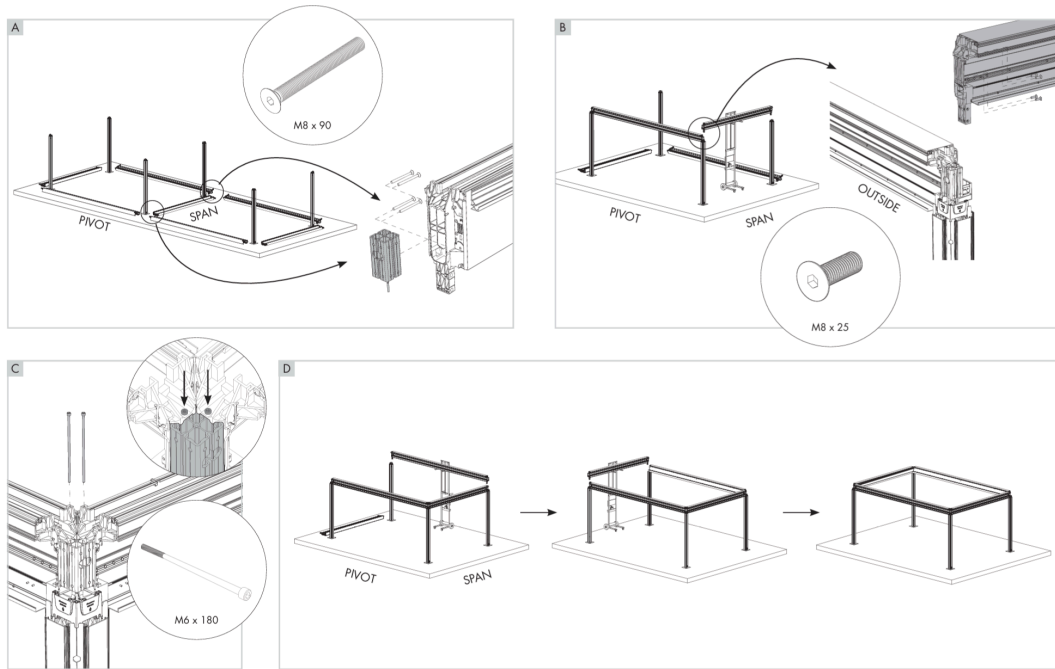
From: Rachel Baugh <rachel@cpinteriors.ie>
Sent: Monday, January 12, 2026 12:11 PM
To: Outdoor UK <outdoor-uk@renson.be>
Subject: Turner - Eagles Rest

Good morning,

I need to report and request some parts under warranty please for our order below .
Could you please tell me what the names of this part is so I can register complaint on portal?

 TURNER - EAGLES REST SO15843 - SO15843_COPY_COPY1_COPY1 <small>ORDER</small>	AA00585792 91660	27/08/2024	04/11/2024	67.159,89 €	SHIPPED >
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Kind Regards

Rachel
Baugh

Interior Design Advisor
rachel@cpinteriors.je



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** On like for like products only