

Tropical Blinds Ltd

Unit 6 and 7 Five Arches Business Est
 off Maidstone Road
 Sidcup
 Kent DA14 5AE
 T: 020 8269 6400
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tropical
blinds

Order Acknowledgement

Cust Order No : BUTTERFIELD & LOTHERING
 Order Date : 15/01/2026
 Order No : 1028981
 Account Ref : CPS007
 Despatch method : DHL Economy
 Delivery Date: 20/01/2026
 Carriage Type : DHL Economy Select

Order to :

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

Deliver to :

Butterfield Martello Court
 Butterfield Martello Court
 Admiral Park St Peter Port
 Guernsey
 Channel Isles
 GY1 3QJ

| Type | Colour | Width | Drop | Quantity | Unit Price | Disc % | Net |
|--|--------|-------|------|----------|------------|--------|------|
| Std Sidewinder Sets inc Metal Brackets | White | | | 50 | 3.23 | 100 | 0.00 |
| | | | | | 0.00 | | |
| Plastic Circular Bottom Rail End Caps | White | | | 40 | 0.12 | 100 | 0.00 |
| | | | | | 0.00 | | |

21-1-26
 1 box

RECEIVED
 21 JAN 2026
 SCANNED

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

| | |
|-------------|-------|
| Net Price : | £0.00 |
| VAT : | £0.00 |
| Total : | £0.00 |

Scott Ruderham

From: Customer Service @ Tropical <customerservice@tropicalblindsltd.co.uk>
Sent: 15 January 2026 12:39
To: Scott Ruderham
Subject: Re: SO15918 Butterfield - Blinds Failing - Urgent!

Good Afternoon Scotty,

After discussing this again with our manager, she has agreed to put these parts through FOC.

I have raised for 50x sidewinders and 20x sets of the bottom bar end caps.

I also want to acknowledge and thank you for the strong working relationship we have with Tropical — it's something we genuinely value, and we appreciate the open and honest feedback you've provided.

We do apologise for any inconvenience caused.

Kind Regards

Skye Stevens
Customer Services Advisor

On Thu, 15 Jan at 12:26 PM , Scott Ruderham <scott@cpinteriors.je> wrote:
Hi Skye

I really would appreciate a quick response on this please – I need to handover before the end of play today to my team and also to our client in Guernsey

Thanks!

From: Scott Ruderham
Sent: 15 January 2026 09:04
To: 'Customer Service @ Tropical' <customerservice@tropicalblindsltd.co.uk>
Subject: RE: SO15918 Butterfield - Blinds Failing - Urgent!

Hi Skye

Yes the sidewinders/control ends and also mentioned bottom bar end caps.

We have had issues with these blinds and order from the get go – the first order we had issues with the fabric and had to get it all changed.

But you are referring to the blinds being out of warranty – the invoice was received mid December 2024 for the last part of the order- these are some of the blinds affected and with the xmas break, fitting time and delivery etc this does not seem fair. We do feel these should be sent out to us FOC.

We have a good working relationship with Tropical and always have and will provide accurate feedback when necessary.

I trust someone can review this and send these parts out to us FOC – the side winders/control ends and bottom bar end caps FOC.

Scott Ruderham

From: Scott Ruderham
Sent: 14 January 2026 14:46
To: Customer Service @ Tropical
Cc: Leeana Taft
Subject: SO15918 Butterfield - Blinds Failing - Urgent!
Attachments: Tropical Blinds Ltd Invoice 1448630.pdf; Tropical Blinds Ltd Invoice 1478766.pdf

Hi Tropical

We have a client in Guernsey we are fitting blinds for this week and have had a call to go to another site whilst in Guernsey - for which you supplied the blinds.

Ref: BUTTERFIELD / LOTHERINGTONS **SO15918**

We have had issues previously with this order and are encountering more. The client advised the blinds were dropping on their own accord. – we have already changed some control ends due to them failing – and we have now got x 21 more blinds that have been affected

After investigating today, we have discovered the control ends will need replacing and also some bottom bar end caps.

Can you please review the orders for Butterfield and send us replacement controls and end caps for these blinds – we will need some spares also

Can I request x 50 control ends and x 20 sets of bottom bar ends caps – we feel these should be covered under warranty

Kind regards,

Scotty
Ruderham

Logistics/Customer Care
scott@cpinteriors.je



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