

Tropical 2013/26

-DHL

5 x boxes

1x 5017285 McCarryle

1x

pelmet 1039108

1x 5017623 Ghose

2x 5017539

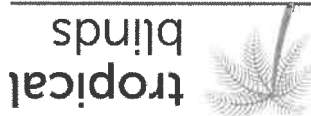
Parslow

(3x blind)

RECEIVED

SCANNED

**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

**Order Acknowledgement**

Cust Order No : **SO17623 GHOSE**  
Order Date : 05/03/2026  
Order No : 1039108  
Account Ref : CPS007  
Despatch method : DHL Economy  
Delivery Date: 17/03/2026  
Carriage Type : DHL Economy Select

**Order to :**  
C.P Interiors  
Rue Des Pres Trading Estate  
St. Savour  
Jersey  
Channel Islands  
JE2 7QN

**Deliver to :**  
C.P Interiors  
Rue Des Pres Trading Estate  
St Savour  
Jersey  
Channel Islands  
JE2 7QN

Type	Colour	Width	Drop	Quantity	Unit Price	Disc %	Net
0.0 Impressions FAUX Braid	Sandalwood	1500	870	1	78.85	40	47.31
Impressions Sandalwood 1500 x 1300, Pelmet Size - See Instructions, Venetian Cord Cleat 2 Part							
Measurements: Blind Size Spec. Ins: pelmet @ 210mm to cover blind 1 and 2, Install Height: Not Specified Location: Gym							
50 Impressions FAUX Braid	Sandalwood	580	870	1	35.67	40	21.40
Impressions Sandalwood 600 x 1300, No Pelmet Required, Venetian Cord Cleat 2 Part							
Measurements: Blind Size Spec. Ins: Install Height: Not Specified Location: Gym							
Impressions Top Fix Brackets							
0.00							
Impressions Top Fix Brackets							
0.00							

Net Price :	£68.71
VAT :	£0.00
Total :	£68.71

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

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Net Price :	£189.87
VAT :	£0.00
Total :	£189.87

Install Height: Not Specified Location: Kitchen

Measurement: Blind Size Spec. Ins:

Impressions Wood Absolute White 400 x 1350, Impressions 25mm Ladder Tape Shadow, Pelmet 8mm Wider than Blind, Impressions Universal Swivel Bracket, Venetian Cord Cleat 2 Part, Slats to colour match

50 Impressions WOOD 25mm Onyx	830	1330	1	102.53	40	63.29
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Install Height: Not Specified Location: Living Room W2

Measurement: Blind Size Spec. Ins:

Impressions Wood Absolute White 400 x 1350, Impressions 25mm Ladder Tape Shadow, Pelmet 8mm Wider than Blind, Impressions Universal Swivel Bracket, Venetian Cord Cleat 2 Part, Slats to colour match

50 Impressions WOOD 25mm Onyx	830	1360	1	102.53	40	63.29
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Install Height: Not Specified Location: Living Room W1

Measurement: Blind Size Spec. Ins:

Impressions Wood Absolute White 400 x 1350, Impressions 25mm Ladder Tape Shadow, Pelmet 8mm Wider than Blind, Impressions Universal Swivel Bracket, Venetian Cord Cleat 2 Part, Slats to colour match

50 Impressions WOOD 25mm Onyx	830	1360	1	102.53	40	63.29
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Type	Colour	Width	Drop	Quantity	Unit Price	Disc %	Net
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**Order to :**  
 C.P Interiors  
 Rue Des Pres Trading Estate  
 St. Savour  
 Jersey  
 Channel Islands  
 JE2 7QN

**Deliver to :**  
 C.P Interiors 2  
 Rue Des Pres Trading Estate  
 St Savour  
 Jersey  
 Channel Islands  
 JE2 7QN

Cust Order No : SO17539 PARSLow  
 Order Date : 04/03/2026  
 Order No : 1038938  
 Account Ref : CPS007  
 Despatch method : DHL Economy  
 Delivery Date: 17/03/2026  
 Carriage Type : DHL Economy Select

Sidcup  
 Kent DA14 5AE  
 T: 020 8269 6400  
 F: 020 8269 6401



**Tropical Blinds Ltd**  
 Unit 6 and 7 Five Arches Business Est  
 off Maidstone Road

**Order Acknowledgement**

applied to your invoice

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 :	£234.06
VAT :	£0.00
Total :	£234.06

Install Height: Not Specified

Measurement: Blind Size Spec. Ins: customer will be fitting RH motor

55mm Roller Tube, No Brackets Required, Standard P.V.C. Bottom Rail - 5m - White, Control Not Required, No Required, No Chain Req, Standard Roll, Blind is safe by design and requires no additional devices or warning labels

Type	Colour	Width	Drop	Quantity	Unit Price	Disc %	Net
roller	Perspective Aluview FR 3 Grey 2.5m	2060	2880	1	448.13	51.92	234.06

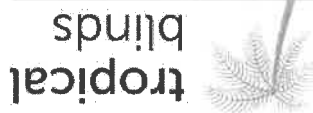
**Order to :**  
 C.P Interiors  
 Rue Des Pres Trading Estate  
 St. Savour  
 Jersey  
 Channel Islands  
 JE2 7QN

**Deliver to :**  
 C.P Interiors 3  
 Rue Des Pres Trading Estate  
 St Savour  
 Jersey  
 Channel Islands  
 JE2 7QN

F: 020 8269 6401  
 T: 020 8269 6400  
 Kent DA14 5AE  
 Sidcup

Unit 6 and 7 Five Arches Business Est  
 off Maidstone Road

**Tropical Blinds Ltd**



**Order Acknowledgement**

Cust Order No : SO17285 MCGARRAGLE/REN  
 Order Date : 06/03/2026  
 Order No : 1039418  
 Account Ref : CPS007  
 Despatch method : DHL Economy  
 Delivery Date: 17/03/2026  
 Carriage Type : DHL Economy Select

**From:** Customer service email <customerservice@tropicalblindsstd.co.uk>  
**Sent:** 06 March 2026 09:58  
**To:** Scott Ruderham  
**Subject:** Re: SO17285 Mcgarragle - issue with 1 x blind

Good Morning Scotty,

Thank you for this!

I will have this blind put through for you without the motor.

If you require anything further, please do let me know.

Kind Regards

Skye Stevens  
Customer Services Advisor



All blinds supplied by Tropical Blinds comply with the child safety requirements of BS EN13120:2009+A1:2014.

On Fri, 6 Mar at 9:49 AM, Scott Ruderham <scott@cinteriors.je> wrote:

This email originated from outside the organisation. Do not click links or open attachments unless you know the content is safe.

Hi Skye

It's the one above – can you see the photo?

2060 x 2880 - just to reiterate we do not need a motor with it

Thanks  
Scotty

**Scott Ruderham**

**From:** Scott Ruderham  
**Sent:** 06 March 2026 09:18  
**To:** Customer service email  
**Subject:** FW: SO17285 Mcgarragle - issue with 1 x blind  
**Attachments:** Tropical Blinds Ltd Invoice 1572819.pdf; 5.3.26 mcgarragle 4.jpg; 5.3.26 mcgarragle 3.jpg; 5.3.26 mcgarragle 2.jpg; 5.3.26 mcgarragle 1.jpg

Hi Tropical

Going back to this – can we please order a replacement blind but the motor will not be required – we can use the existing one.

We will accept responsibility for the costs of this.

Please can you confirm and send me an official order confirmation.

Kind Regards,  
Scotty

**From:** Scott Ruderham  
**Sent:** 06 March 2026 08:24  
**To:** Customer service email <customerservice@tropicalblindstd.co.uk>  
**Subject:** SO17285 Mcgarragle - issue with 1 x blind

Good Afternoon Tropical

Unfortunately, there is an issue with one of the blinds from order attached SO17285 Mcgarragle

Roller - Sonesse 40	Perspective Aluview FR 3	2060	2880	432.98	1	0.00	No, 55mm Roller Tube, Standard P.V.C. Bottom Rail - 5m - White, Standard Roll, Blind is safe by design and requires no additional devices or warning labels	Sonesse 40 Motor 3/30 RTS, No Hub Required	137.00
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It was advised by my fitting team that the plastic motor end had snapped and the blind has rolled over and damaged the fabric (please see photos)  
This is very strange as the site was new and the blind was used once – our client had advised and we think the motor is fine, having tested on a test lead and no other apparent issues?  
The cables have also been ripped out of the through crimp which now requires an electrician to repair.

Can you please advise on a solution?

**From:**

Scott Ruderham

**Sent:**

06 March 2026 08:54

**To:**

'Lauren Slattery'; 'Amy Collins'; 'George Shaw'

**Subject:**

RE: Blind in Boardroom

Good morning,

Following on from my previous email, I am writing to advise I have forwarded on the issue to our supplier for comment along with some photos.

It appears one of the motor ends has snapped, hence why the motor has fallen out. The fabric is torn due to the blind likely rolling over. The cables have torn out the through crimp and requires an electrician to reconnect to the power.

The blind is back up in position but cannot be used until an electrician powers it back up.

Someone will come back to you again once we have had a response from our supplier. This is not a common issue and having tested the motor on site, checked the limits we are unsure on how this can occur but will do our very best to resolve asap.

Apologies for any inconvenience.

Scott Ruderham

CP Interiors

**From:** Scott Ruderham

**Sent:** 05 March 2026 16:47

**To:** 'Lauren Slattery' <Lauren@atcapital.org>; 'Amy Collins' <Amy@atcapital.org>; 'George Shaw' <George.Shaw@collinsmith.co.uk>

**Subject:** RE: Blind in Boardroom

Good afternoon

We have been to site this afternoon to look at the issue with the blind. The blind is back up as a temporary fix but cannot be used as an electrician is required back to reconnect due to the wiring being ripped out through the crimp.

I will speak to my installation team in the morning and report back more comprehensively once I have a full report as to why this may have occurred and will work on the quickest and best solution.

Apologies for any inconvenience.

Scott Ruderham

CP Interiors

**From:** Scott Ruderham

**Sent:** 05 March 2026 07:41

**Scott Ruderham**

**From:**

Scott Ruderham  
06 March 2026 08:24

**To:**

Customer service email

**Subject:**

SO17285 Mcgarragle - issue with 1 x blind

**Attachments:**

Tropical Blinds Ltd Invoice 1572819.pdf; 5.3.26 mcgarragle 4.jpg; 5.3.26 mcgarragle 3.jpg; 5.3.26 mcgarragle 2.jpg; 5.3.26 mcgarragle 1.jpg

Good Afternoon Tropical

Unfortunately, there is an issue with one of the blinds from order attached SO17285 Mcgarragle

Roller - Sonesse 40	Perspective Aluview FR 3	2060	2880	432.98	1
No. 55mm Roller Tube, Standard P.V.C. Bottom Rail - 5m - White, Standard Roll, Blind is safe by design and requires no additional devices or warning labels					
Sonesse 40 Motor 3/30 RTS, No Hub Required					
137.00					

It was advised by my fitting team that the plastic motor end had snapped and the blind has rolled over and damaged the fabric (please see photos)  
This is very strange as the site was new and the blind was used once - our client had advised and we think the motor is fine, having tested on a test lead and no other apparent issues?

The cables have also been ripped out of the through crimp which now requires an electrician to repair.

Can you please advise on a solution?

I want to note also that I reported an issue previously on Wed 1<sup>st</sup> Feb where a motor on one of the blinds was defective on point of installation, for which you sent a replacement FOC - which we have resolved.

Kind regards,

Ruderham

Logistics/Customer Care  
scott@cpinteriors.ie



Unit 28 Rue Des Pres Trading Estate  
St Saviour  
Jersey

JE2 7QN



01534 768141 | www.cpinteriors.ie



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