

Scott Ruderham

From: S:CRAFT <notifications@s-craft.co.uk>
Sent: 13 January 2026 13:43
To: Scott Ruderham
Subject: EDR confirmation attached; SCED77770, Order No: SCL251136471



1-4-26

1x box

Hi Scott Ruderham,

Please find below confirmation for your recently submitted EDR, if you need to contact us about this order then please do quote the EDR number SCED77770

Order Reference: S016759

Customer Name: Mandy Bonhomme

You will be charged £0.00 (including VAT) for this.

Please note that normal lead times will apply.

Please note that this email inbox is not monitored. Should you have any queries please contact support@s-craft.co.uk or via telephone 01962 794530 option 1.

Kind regards,

S:CRAFT Customer Support Team

+44 (0)1962 794530

support@s-craft.co.uk

RECEIVED
07 MAR 2026
SCANNED

Scott Ruderham

From: Ellie Robertson <egreenwood@s-craft.co.uk>
Sent: 04 November 2025 15:36
To: Scott Ruderham
Subject: Re: [CASE:203468] RE: SO16759 Bonhomme - Damage EDR to pannel/louver

Follow Up Flag: Follow up
Flag Status: Completed

Hi Scotty,

Thanks for your email.

SCED77659 - I can see you have provided an image of the sticker on the box so please be assured the factory will know which panel to make. ✓

SCED77770 - the image only shows damage to louvres not the panel itself. The EDR you have raised only mentions that one louvre is damaged but there does appear to be at least 3 so please confirm how many new louvres are required as a new panel won't be covered unfortunately.

Many thanks & kind regards

ELLIE ROBERTSON
Technical Support Manager



07549 220925



erobertson@s-craft.co.uk



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I also have raised another EDR today as the boxes were opened on site, and another panel is damaged. Just wanted to make you aware – in case the factory were unaware of which panel for the first EDR

Can you action remarks for both accordingly., thanks

