

Scott Ruderham

From: Anje Cox <anjecox@novatec.co.uk>
Sent: 02 March 2026 11:34
To: Scott Ruderham
Subject: RE: SO17114 Chinn - issue with 1 x blind - Control End

Hi Scott,

I am sorry that really should not be happening at all. I genuinely haven't seen that before. I will get a new clutch sent out straight away to you. I will send a new bracket set aswell although I don't believe its that part that is the problem, but I would rather send everything to you.

I will do it now. Is it best to send it to:

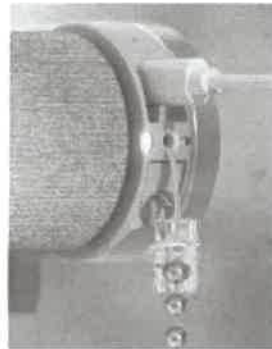
CP Interiors: Unit 28, Rue Des Pres Trading Est. Longueville St. Saviour JE2 7QN

Kind Regards,

Anje Cox
Customer Services Supervisor

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Scott Ruderham

From: Scott Ruderham
Sent: 02 March 2026 11:15
To: 'anjecox@novatec.co.uk'
Subject: SO17114 Chinn - issue with 1 x blind - Control End
Attachments: WhatsApp Video 2026-03-02 at 10.55.20.mp4; 572501_NVBlindsLtdOrderAcknowledgement137616SO17114.pdf

Good morning Anje

Please see a video attached with the official order SO17114 which relates to x 1 of the below blinds.

In the video you can see the control end is not holding in to place and the blind is falling on its own accord. The client has not used the blind incorrectly, and it is less than 4 months old (fitted Nov 2025)

Please can you look in to this and advise on a solution?

Type	Colour	Width	Drop	Unit Qty.	Unit Price
New Roller	Sumatra Chamois	795	1200	2	171.34.
Mechanism: 28mm System, Clutch and bracket set : White 28mm, Cassette Colour & Type: No Cassette, Fascia: Not Required, Fabric Covered: No, Installation Profile : N/A, Twin Pull : N/A, Roller Tube: 28mm Tube, Side Guides: No Side Guides, Control Side: Right Control, Finish: S1 Straight, Roll Type: Standard Roll, Laminate: Blackout White Laminate, Chain: Chrome Chain , Braid: No Braid, Pull: No Pull, Bottom Bar: OVAL SOLID WHITE PLASTIC WEIGHT BAR , Trim: No Trim, Margins: No Margin, Finials: N Measurement: Blind Size, Chain Length: 792 Install Height: Not Specified					
New Roller	Sumatra Chamois	795	1200	2	171.34.

Kind regards,

Scotty
Ruderham

Logistics/Customer Care
scott@cpinteriors.je



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