



London, England E16 4ST
Phone: +44 (0)20 7702 0657

ORIGINAL

ORDER NUMBER	CUSTOMER ORDER NO.
25779911 SN	FASHION HONEYCOMB DRIVE

CUSTOMER NO. 116341

**SOLD TO: CP Interiors @ ST. SAVIOUR
RUE DES PRES TRADING ESTATE**

CUSTOMER NO. 116342

**SHIP TO: C.P. SUNBLINDS & CURTAINS
UNIT 28
RUE DES PRES TRADING ESTATE**

ST. SAVIOUR, JE2 7QN

ST. SAVIOUR, JE2 7QN

DATE ENTERED	DATE REQUIRED	SHIPPED VIA	SALES REP.	FREIGHT CODE	PAGE
12/06/23	12/06/23	DHL Express	H(EA NON-UK/SHADE OEM)	S and H Prepaid	1 of 1
CUSTOMER ORDER NO.	WEIGHT (B)	NO. OF CTNS.	DATE SHIPPED	BILL OF LADING	PICK SLIP
FASHION HONEYCOMB DRIVE	4.00	1.0			18769969
LINE NO.	QTY. ORDERED	QTY. SHIPPED	QTY. BACKORDERED	CATALOG NUMBER	DESCRIPTION

1.000

1.0

1.0

1.0

QSSC-EDU-10C
Carton: 11885321

Quantity: 1.0

COULISSE IMPACT DRIVE

Assured 11-12-23

RECEIVED

11 DEC 2023

SCANNED

14 Box

307529

Buy Bureau

SPECIAL INSTRUCTIONS:

SUBJECT TO LUTRON'S TERMS AND CONDITIONS OF SALE

PACK LIST

Scott Ruderham

From: Leeana Taft
Sent: Friday, 8 December 2023 10:40
To: Scott Ruderham
Subject: FW: Fwd: Case: 02734335 - FW: SO7529 Bell-Burrows Lutron Order

Just seen you are not copied in on this

Kind regards,

Leeana
Taft

Director
leeana@cpinteriors.je



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



With our CP Price promise, we will beat ar
** On like for like products only

From: EA Windows <eawindows@lutron.com>
Sent: Wednesday, December 6, 2023 8:11 PM
To: Ben Reed <Ben@cpinteriors.je>
Cc: Leeana Taft <Leeana@cpinteriors.je>
Subject: Re: Fwd: Case: 02734335 - FW: SO7529 Bell-Burrows Lutron Order

Hello Ben

This one was the only one I could find.

Regards,
Patrick

Lutron Shading Solutions
ptngongang@lutron.com

----- Original Message -----

From: Ben Reed [ben@cpinteriors.je]
Sent: 12/6/2023 7:00 PM
To: eawindows@lutron.com; leeana@cpinteriors.je
Subject: Re: Fwd: Case: 02734335 - FW: SO7529 Bell-Burrows Lutron Order

EMAIL ORIGINATED OUTSIDE LUTRON

EMAIL ORIGINATED OUTSIDE LUTRON

Hi Patrick,

Thats brilliant news, finally get this job out the way.

Would it be possible to have 3 motors? That way we have a spare for each of the blinds in this order.

With my experience, once a motor has failed its highly likely the others could as well.

Many thanks

Sent from [Outlook for Android](#)

From: EA Windows <eawindows@lutron.com>

Sent: Wednesday, December 6, 2023 6:42:30 PM

To: Ben Reed <Ben@cpinteriors.je>; Leeana Taft <Leeana@cpinteriors.je>

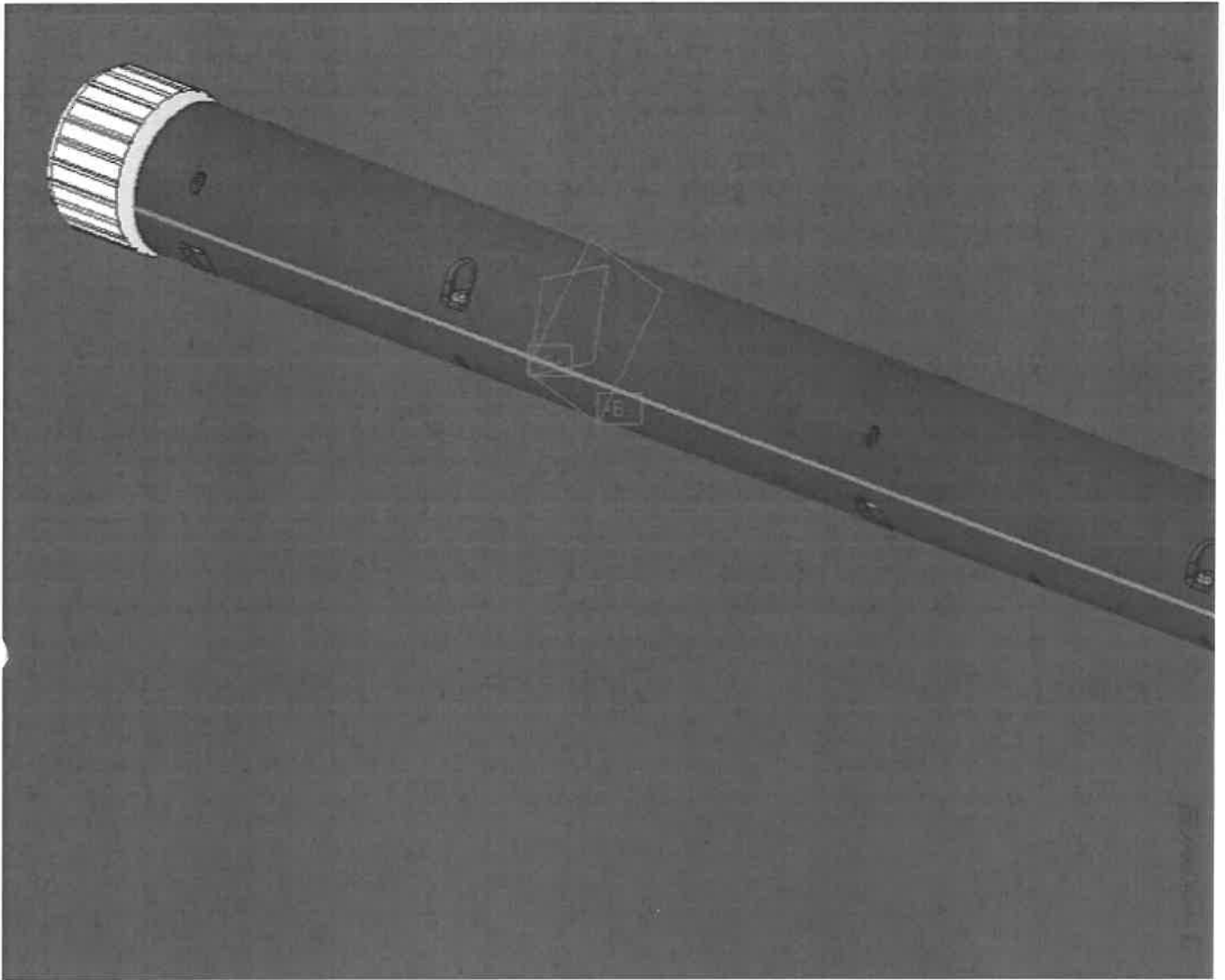
Subject: RE: Fwd: Case: 02734335 - FW: SO7529 Bell-Burrows Lutron Order

Hello Ben and Leeana

We have managed to source one of the required drive after a full sweep.

I have arranged for this to be ship to your as per order # 25779911 Shipping next week, directly to St Saviour, JE

Please note that this product has been discontinued for a very long time now and we might not be able to support any future claims.



Regards,
Patrick

Lutron Shading Solutions
ptngongang@lutron.com

----- Original Message -----

From: EA Windows [eawindows@lutron.com]
Sent: 12/5/2023 3:57 PM
To: leeana@cpinteriors.je; Ben@cpinteriors.je
Subject: RE: Fwd: Case: 02734335 - FW: SO7529 Bell-Burrows Lutron Order

Hello Leana

I am in comm with Ben and I should get back to you all by end of this week

Regards,
Patrick

Lutron Shading Solutions
ptngongang@lutron.com

----- Original Message -----

From: Leeana Taft [leeana@cpinteriors.je]

Sent: 12/5/2023 1:50 PM

To: eawindows@lutron.com

Subject: Fwd: Case: 02734335 - FW: SO7529 Bell-Burrows Lutron Order

EMAIL ORIGINATED OUTSIDE LUTRON

EMAIL ORIGINATED OUTSIDE LUTRON

Attention Patrick

Please can you come back to us ASAP

Thank you

Sent from Outlook for iOS

From: Leeana Taft

Sent: Monday, December 4, 2023 4:59:35 PM

To: ptngongang@lutron.com <ptngongang@lutron.com>

Cc: Ben Reed <Ben@cpinteriors.je>

Subject: FW: Case: 02734335 - FW: SO7529 Bell-Burrows Lutron Order

Hi Patrick,

Ben has asked me to send you the original order for the honeycomb blind we are having problem with. – please see below email reporting this problem back in August.

Your assistance to resolve this would be gratefully received.

Kind regards,

Leeana
Taft

Director
leeana@cpinteriors.je



Unit 28 Rue Des Pres Trading Estate
St Saviour
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From: Scott Ruderham
Sent: Wednesday, August 16, 2023 8:51 AM
To: 'Filomena Varela' <eawindows@lutron.com>
Cc: Leeana Taft <Leeana@cpinteriors.je>
Subject: RE: Case: 02734335 - FW: SO7529 Bell-Burrows Lutron Order

Good Morning Filomena

I hope you are well.

As suspected, we attended site and one of the Master Bedroom Lutron blinds needs a replacement motor as failed.

Can you please send us a replacement and confirm it will be under warranty?

The original order is attached and pictured below is line from the order the blind in question (that requires the new motor)

2	Master	Fashion Honeycomb Blind, Sivoia QS	HC-BANCO-8	1420 [55 7/8"]	2600 [102 3/8"]
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Many Thanks

Scotty

CP Interiors

From: Filomena Varela <eawindows@lutron.com>
Sent: Wednesday, 9 August 2023 16:30
To: Scott Ruderham <scott@cpinteriors.ie>
Subject: FW: Case: 02734335 - FW: SO7529 Bell-Burrows Lutron Order

Hi Scott,

The Lutron warranty is 8 years. I've attached a copy of the document.

Thank you

Filomena
Project Coordinator
Lutron EA Ltd.
? 4/F, 52 Leadenhall Street, London, EC3A 2EB, UK

Office: +44 (0) 207 7020657
Spain: 900 948 944

From: Scott Ruderham <scott@cpinteriors.ie>
Sent: Wednesday, August 9, 2023 3:55 PM
To: Filomena Varela <fvarela@lutron.com>
Subject: SO7529 Bell-Burrows Lutron Order

EMAIL ORIGINATED OUTSIDE LUTRON

Good Afternoon Filomena,

I hope you are well.

I have a client Ref: SO7529 Bell-Burrows.

You supplied us with some duette blinds for this client.

I was wondering what the warranty period would be please? We have a failed motor, that requires repair.

I look forward to hearing from you.

Kind regards,

Scotty

Ruderham

Logistics/Customer Care
scott@cpinteriors.je



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St Saviour
Jersey
JE2 7QN

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With our CP Price promise, we will beat any quote by 5% **
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[Image is no longer available]

thread::1PuwNW1ZeDSKN3G-S_0t-ik::

