

Simon Foers
19 Bay View Court
La Route De St Aubin
St Helier
JE2 4ZZ

30th April 2020

Dear Jacqueline,

I note your letter dated 20th April 2020 re the outstanding balance on invoice.

I also enclose my previous letter I replied to you over **1 year ago** on your previous communication on 15th February 2019 – which was for blinds which were initially installed in September **2018**.

The service and inconvenience I have encountered throughout the installation of these blinds is clearly below par, putting it mildly.

Given Adrian intervened and got personally involved in trying to resolve the issue in June 2019- he too also failed to follow up on my feedback that there was still an issue. (See my screen shot of my last message sent to him on. His last message to me was on 8th July 2019 – saying “ OK will check my diary as soon as poss”.

Subsequently (About 4 weeks later – in August) the blind then stopped working all together (Despite charging). I only resolved this issue early March this year when Impact Blinds gave me some advice re checking the batteries. I discovered the batteries in the unit were not rechargeable – and were std alkaline – so was left without an operating blind for circa 6 months simply due to incorrect batteries being supplied.

I'm not particularly happy with the end result of the product – light shines through the blinds when closed, and part of the glass window is still on show. I'm sure this will be explained as in tolerance etc.

However, I'm far more dissatisfied by the continual lack of personal attention by multiple colleagues of your company (Including the Director) to follow up as promised on numerous occasions. I would have expected Adrian to have personally seen this issue through to closure given all the issues I had – especially in July 2019 when we last exchanged communication.

I intend to look at/ consider alternative options once the lock down is over and potentially request removal/deposit refund.

Kind Regards

Simon Foers



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20th February 2019

Dear Jacqueline,

Thank you for your recent letter dated 15th February regarding the outstanding balance on this order.

You may see from my order we had several visits from the installation team – resulting in the all the blinds being re-manufactured by the supplier – as the blinds did not horizontally align when the auto roll feature was used. (I was left without any blinds for 3 weeks between visits to facilitate this).

Upon completion I did express my disappointment that when ‘closed’ the blinds did not completely close and indeed on an evening it is possible to see lights outside (see picture attached as example).

The fitter agreed with my comments (took his own pictures) and advised me that he would consult back with the manufacturer once more and someone would get back to me.

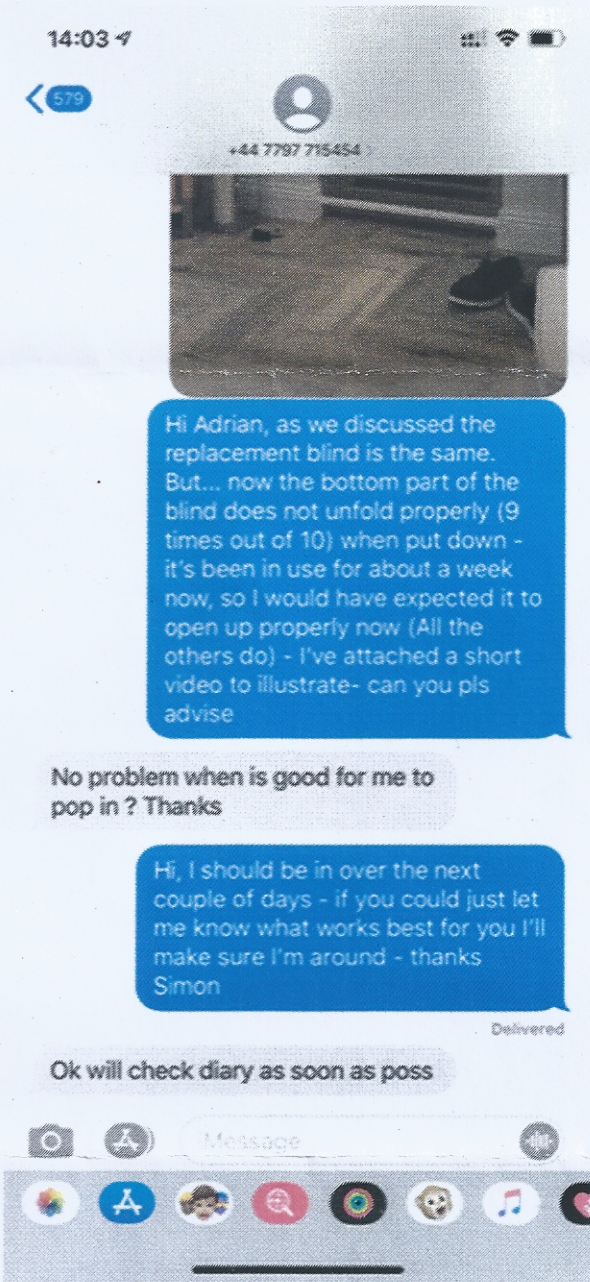
I can’t recall his name now – but I’m sure you will be able to obtain this information. Following this visit form the installer I did not receive any such follow up.

Kind Regards

Simon Foers



Last Text Communications on 8th July 2019;



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07 MAY 2020