

Maud Zimmer

From: Sally Brown <SallyBrown@SilentGliss.co.uk>
Sent: Monday, 21 December 2020 12:21
To: Office
Subject: RE: Issue under warranty - SO7734 - HALL

Follow Up Flag: Follow up
Flag Status: Flagged

Hi Maud,

Thank you for your email.

I have arranged for a replacement motor and integrated module to be sent out. Unfortunately, I am unable to get these despatched before Christmas so they will arrive with you as soon as possible in the new year.

The invoice has been charged but this will be credited upon receipt of the faulty units returned to us.

Hope this is of help.

Kind regards,

Sally Brown

Sales Co-Ordinator

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From: Office <Office@cpinteriors.je>
Sent: 21 December 2020 11:50
To: Sally Brown <SallyBrown@SilentGliss.co.uk>
Subject: Issue under warranty - SO7734 - HALL

Good morning Sally,

We fitted a Slient Gliss 5600 electric curtain track in March 2018 (1 x silent gliss 5600 electric curtain track with bend and wave gliders for single curtain, left stack and left motor). The order reference is SO7738 / HALL.