

Info

From: Customer Services - Shadewell Blinds
<customerservices@shadewellblindshinckley.co.uk>
Sent: 20 March 2026 12:46
To: Info
Subject: RE: Blind Matrix Portal (HC) - Login Details (Ironstyles Ltd T/A Shadwell Blinds)

Hi Daniel,

Matt Silver please.
Thank you

Best regards,
Joanna

Shadewell Blinds Hinckley
72-74 Trinity Lane
LE10 0BH
01455 238428
www.shadewellblindshinckley.co.uk



From: Info <info@homecreationsuk.com>
Sent: 20 March 2026 11:23
To: Customer Services - Shadewell Blinds <customerservices@shadewellblindshinckley.co.uk>
Subject: RE: Blind Matrix Portal (HC) - Login Details (Ironstyles Ltd T/A Shadwell Blinds)

Hi Joanna

Sure, I can add them on, which colour toggles was it?

Qty	Option Name	Option Code
3	Metal Toggle_Antique Brass	TOGGLE_METAL_05
3	Metal Toggle_Matt Black	TOGGLE_METAL_02
3	Metal Toggle_Matt Gold	TOGGLE_METAL_03
3	Metal Toggle_Matt Silver	TOGGLE_METAL_01
3	Metal Toggle_Pewter	TOGGLE_METAL_04

I'll have to get Blind matrix to look into why you can't see the Additional Parts option as well.

Kind regards,
Daniel

From: Customer Services - Shadewell Blinds <customerservices@shadewellblindshinckley.co.uk>
Sent: 20 March 2026 11:12
To: Info <info@homecreationsuk.com>
Subject: RE: Blind Matrix Portal (HC) - Login Details (Ironstyles Ltd T/A Shadewell Blinds)

Hi Daniel,

Thank you for your email.

The Chrome Tassels note is on order BM1173, 26-0372 Weaver. Please add them on.
Regarding Options and Motorisation, I am afraid that our system doesn't show that, the last line we have "Alignment Multiple Blinds". Please see a print screen below.

How can this be resolved please?

Thank you

Joanna

Embassy Venetians (Fauxwood) Info

Recipe Name:	Standard ▼		
Unit Type	mm ▼	Pelmet Cutting	Single Return
Location	Bed RH	Pelmet Size	Custom Size
Slot Size	50mm Slot ▼	Enter Measurement	1100
Quantity	1	Fitting Height	2050
Blind or Recess	Blind Size ▼	Alignment Multiple Blinds	Yes
Width Size	1000		
Drop Size	1000		
Colour	Glaze White ▼		
String or Tape *	String ▼		

Best regards,

Shadewell Blinds Hinckley
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BLINDS AND CURTAINS

From: Info <info@homecreationsuk.com>
Sent: 19 March 2026 16:19
To: Customer Services - Shadewell Blinds <customerservices@shadewellblindshinckley.co.uk>
Cc: Order <order@homecreationsuk.com>
Subject: RE: Blind Matrix Portal (HC) - Login Details (Ironstyles Ltd T/A Shadwell Blinds)

Hi Joanna

I can see the Motorised Note on BM1179 (26-0368 Jones), so I've added the three necessary components for you.

I can't see where you wanted Metal Toggles on the 4 orders from today (BM1179, BM1173, BM1178, BM1174). So if you'd like to tell me which order/blinds need them I'd be happy to add them for you. I'm holding the paperwork for now.

Both Metal Toggles and the Motorised Components can be ordered in the Additional Parts options in the blind details (below).

Stock Component	<input type="text" value="VB025011035130"/>	<input type="button" value="v"/>
Pelmet Cutting	<input type="text" value="No Return"/>	<input type="button" value="v"/>
Pelmet Size	<input type="text" value="Custom Size"/>	<input type="button" value="v"/>
Enter Measurement	<input type="text" value="310"/>	
Fitting Height	<input type="text" value="2095"/>	<input type="button" value="v"/>
Alignment Multiple Blinds	<input type="text" value="Yes"/>	<input type="button" value="v"/>
Additional Parts and Motor Options	<input type="text" value="Motorise Tilt Only,Charging Cable 5 metres,Remote"/>	<input type="button" value="v"/>

No Image

▼ Dates

Created Date

Product Due Date

▼ Price Details

<input type="checkbox"/>	Qty	Option Name	Option Code
<input type="checkbox"/>	1	Metal Toggle	24
<input checked="" type="checkbox"/>	1	Charging Cable 5 metres	FWCC
<input checked="" type="checkbox"/>	1	Motorise Tilt Only	FWMTO
<input checked="" type="checkbox"/>	1	Remote Control 5 Channels	FWRC

Kind regards,
Daniel

From: Customer Services - Shadewell Blinds <customerservices@shadewellblindshinckley.co.uk>
Sent: 19 March 2026 15:17

To: Info <info@homecreationsuk.com>

Subject: RE: Blind Matrix Portal (HC) - Login Details (Ironstyles Ltd T/A Shadwell Blinds)

Hi Daniel,

Thank you for coming back to me. I've sorted it now. The link saved in Bookmarks was missing the HOMECREATIONS part at the end.

It seems to be working now.

On another note, we ordered some venetians that required metal toggles and one that needed to be electric, but these options don't come up in the drop-down options, so we just entered the information as a note. Is this the correct way of doing it?

Thank you

Best regards,
Joanna

Shadewell Blinds Hinckley

72-74 Trinity Lane

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From: Info <info@homecreationsuk.com>

Sent: 19 March 2026 13:56

To: Customer Services - Shadewell Blinds <customerservices@shadewellblindshinckley.co.uk>

Subject: RE: Blind Matrix Portal (HC) - Login Details (Ironstyles Ltd T/A Shadwell Blinds)

Hi Joanna

I'll have to get Bm to look into this.

Kind regards,
Daniel

From: Customer Services - Shadewell Blinds <customerservices@shadewellblindshinckley.co.uk>

Sent: 19 March 2026 12:17

To: Info <info@homecreationsuk.com>

Subject: RE: Blind Matrix Portal (HC) - Login Details (Ironstyles Ltd T/A Shadwell Blinds)

Hi,

That's what we are doing, on 2 different computers and it's not working.

Best regards,
Joanna

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From: Info <info@homecreationsuk.com>
Sent: 19 March 2026 10:17
To: Customer Services - Shadewell Blinds <customerservices@shadewellblindshinckley.co.uk>
Subject: RE: Blind Matrix Portal (HC) - Login Details (Ironstyles Ltd T/A Shadwell Blinds)

Hi Joanna

I'm not entirely sure.

I've been using Google Chrome, Bookmarked the page and enter from there. It's always worked.

Kind regards,
Daniel

From: Customer Services - Shadewell Blinds <customerservices@shadewellblindshinckley.co.uk>
Sent: 19 March 2026 10:12
To: Info <info@homecreationsuk.com>
Subject: RE: Blind Matrix Portal (HC) - Login Details (Ironstyles Ltd T/A Shadwell Blinds)

Hi Daniel,

It seems to be working if I copy the link again. But this will be very frustrating to do every single time we want to login. Do you know what's the setting that I need to look at to resolve the problem?

Thank you

Best regards,
Joanna

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01455 238428
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shadewell
BLINDS AND CURTAINS

From: Info <info@homecreationsuk.com>

Sent: 18 March 2026 15:48

To: Customer Services - Shadewell Blinds <customerservices@shadewellblindshinckley.co.uk>

Subject: RE: Blind Matrix Portal (HC) - Login Details (Ironstyles Ltd T/A Shadwell Blinds)

Hi Joanna

Can you try clicking the original link and trying again? This happened once before and it was something to do with the browser settings.

Blind Matrix Portal: <https://blindmatrixtradeportal.com/login/HOMECREATIONS>

Username: 5IS002_James

PW: Password.1

Kind regards,
Daniel

From: Customer Services - Shadewell Blinds <customerservices@shadewellblindshinckley.co.uk>

Sent: 18 March 2026 15:19

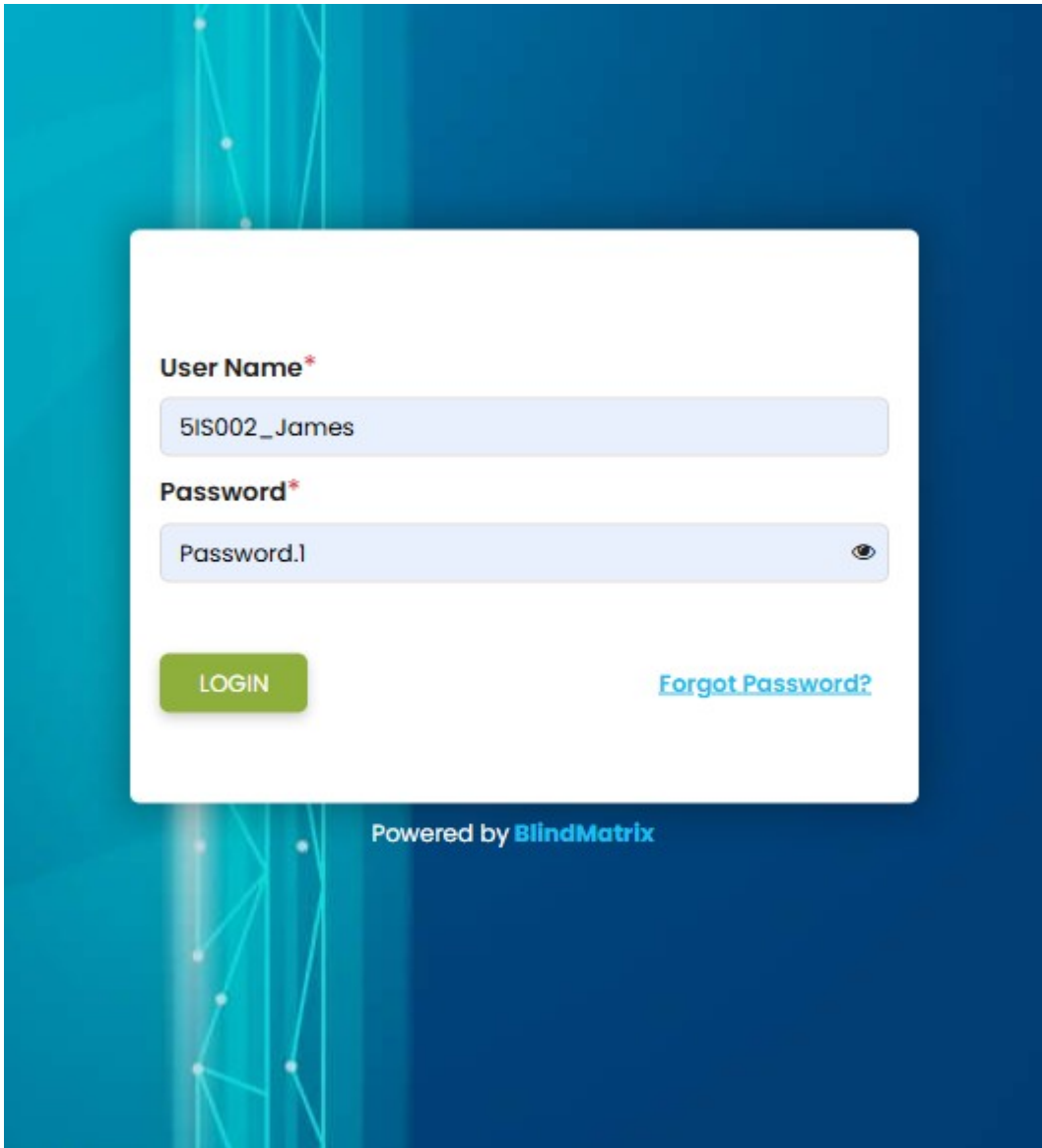
To: Info <info@homecreationsuk.com>

Subject: RE: Blind Matrix Portal (HC) - Login Details (Ironstyles Ltd T/A Shadwell Blinds)

Hi,

Any chance you can help me regarding login into your portal?

The password and username are correct, but more often than not we can't login and an Error message comes up. This has happened several times now and it's getting frustrating.



Thank you

Best regards,
Joanna

Shadewell Blinds Hinckley
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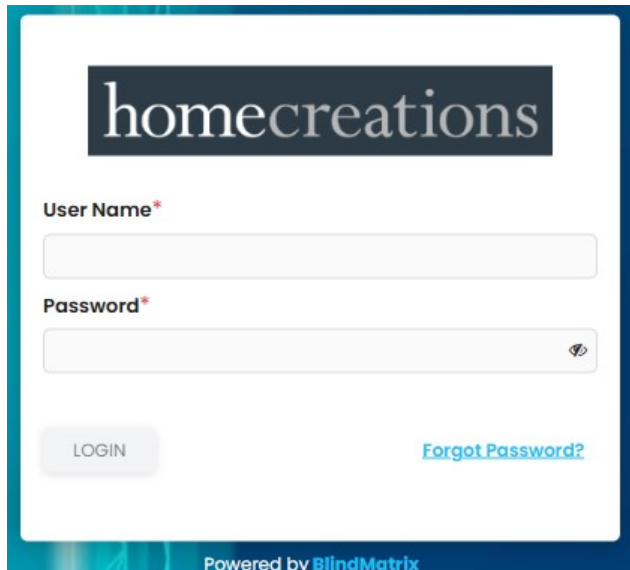


From: Info <info@homecreationsuk.com>
Sent: 06 March 2026 15:20
To: Customer Services - Shadewell Blinds <customerservices@shadewellblindshinckley.co.uk>
Cc: Accounts - Shadewell Blinds <accounts@shadewellblindshinckley.co.uk>
Subject: Blind Matrix Portal (HC) - Login Details (Ironstyles Ltd T/A Shadewell Blinds)

Good Afternoon

Please see below for your Blind Matrix Portal log in details and a guide on how to submit orders.

Blind Matrix Portal: <https://blindmatrixtradeportal.com/login/HOMECREATIONS>
Username: 5IS002_James
PW: Password.1

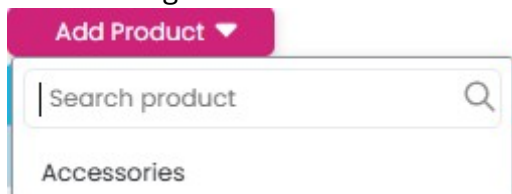


Please also note the following:

- you're able to choose your delivery address when submitting an order
- you have an Additional Notes field for each job/order, intended any further information you deem necessary to provide

Additional information

- you can order additional Parts/Accessories (ranging from pelmets to additional brackets) using the below.



Any issues, please contact info@homecreationsuk.com.

If there anything else we can help with, feel free to contact us.

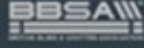
Kind regards,



Daniel
daniel@homecreationsuk.com
Tel: 01908 642 888
www.homecreationsuk.com

Our quality builds your reputation...

Unit 6 | Dawson Road | Milton Keynes | MK1 1LH



Office opening hours are from 9am to 5pm Monday to Friday

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