

Linda Trunkfield

To: Daniel Moon
Subject: RE: chargeable order

Hi Dan,

We do not have a connoisseur for me to go and measure the curtains and pelmets, would it be possible to get the sizes from the original quote 8415, I can't go to the customer and ask them to measure as this has been dragging on for so long now.

Thank you for your help in this matter,

Regards,

Linda.

From: Daniel Moon [<mailto:Daniel.Moon@abiuk.co.uk>]
Sent: 01 August 2013 09:05
To: Linda Trunkfield
Subject: RE: chargeable order

Hi Linda

I have looked into this for you and unfortunately this cannot be done as the Supplier who supplies the Curtains in the van currently is different to the Supplier who supplies the Curtains in the 2013 Ambleside

If you can advise the measurements needed for the Main Bed Curtains and Pelmet then I should be able to give these to the supplier of the Ambleside Curtains and they should be able to make these.

As for the Headboard, there are two sizes in the Ambleside which are 1525 x 900 and 680 x 900. Which one do you want quoting for? The Bedroom Scatter Cushions are fine.

Kind Regards

Dan

---Please note that the standard caravan industry shutdown period runs from Monday 29th July to Monday 19th August. Warranty & Aftersales will operate as normal during this period and endeavour to provide our normal customer service levels throughout this period--

From: Linda Trunkfield [<mailto:lindat@surfbay.co.uk>]
Sent: 31 July 2013 11:57
To: Daniel Moon
Subject: chargeable order

Hi Dan,

Re our conversation for the curtains etc for Connoisseur 1460099,

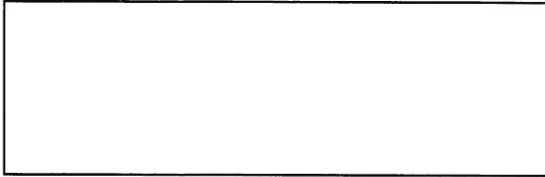
Can I please have a quote for the following but it is to be in Ambleside 2013 colours.

Master bedroom curtains x 1
Headboard x 2

Pelmet x 1
Scatter cushions x 2 .

Many thanks for your help in this matter.

Linda



Holiday Homes - Timber Lodges
The South West Caravan Centre
The Airfield, Winkleigh, Devon, EX19 8DW
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Fax: 01837 680200

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3T's Leisure Limited, The South West Caravan Centre
The Airfield, Winkleigh, Devon, EX19 8DW
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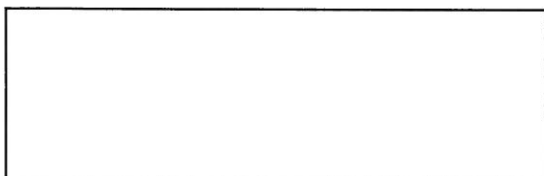
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Linda



PREQW-276

To: Diane Ashton
Subject: RE: FW: s/no 1460099 - Boscrege Mrs Walker 2010 Connoisseur CORRECTION

Afternoon Diane,

Thanks for the costs, all seems fine at this end so please carry on and order the parts needed. Do you need anything else from me at this end or will you just send me an invoice?

Many thanks

Darren

01299-826095

From: Diane Ashton [<mailto:Diane.Ashton@abiuk.co.uk>]
Sent: 17 January 2013 10:48
To: Darren Milsom
Cc: Tim Parker
Subject: FW: FW: s/no 1460099 - Boscrege Mrs Walker 2010 Connoisseur CORRECTION

Morning Darren,

I understand from speaking with Tim that Surf bay are going to pick up the cost of replacing soft furnishings in Mrs Walker's main bedroom.

Please see quotation below. Mrs Walker has chosen the below fabric as original no longer available.

Many thanks

Diane

Warranty & Customer Services Manager

Tel: 01482 678007

From: chrisheard@jaybe.co.uk [<mailto:chrisheard@jaybe.co.uk>]
Sent: 16 January 2013 15:37
To: Diane Ashton
Cc: carolwilson@jaybe.co.uk; juliejowett@jaybe.co.uk
Subject: RE: FW: s/no 1460099 - Boscrege Mrs Walker 2010 Connoisseur CORRECTION

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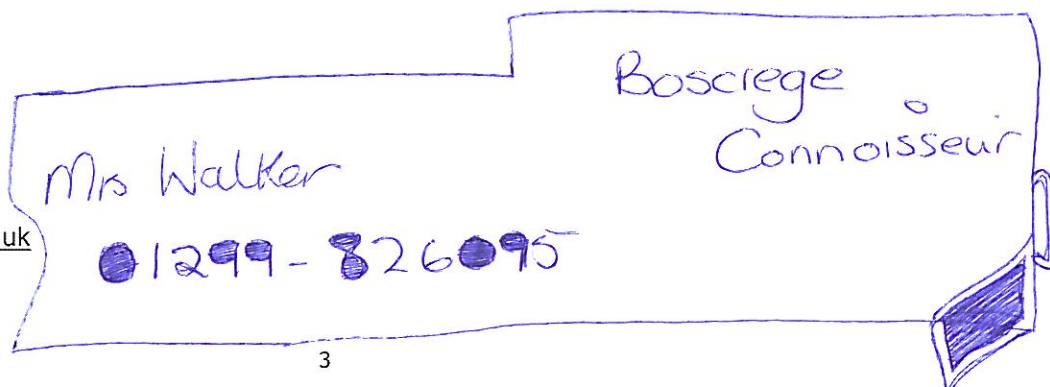
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Scatter Cushion in Kitami 9640BB 503 C 4035. £15.50 each

Kind regards.

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... Contract Metal & Upholstery

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E: <http://chrisheard@jaybe.co.uk>
W: www.jaybe.co.uk



Boscrege said want whole van done.

Darren Milsom

From: Darren Milsom
Sent: 14 May 2013 12:24
To: 'Diane Ashton'
Subject: RE: FW: s/no 1460099 - Boscrege Mrs Walker 2010 Connoisseur CORRECTION

Hi Diane,

I spoke to Mrs Walker this morning after speaking to you and she said she picked an alternative from the 2013 brochure. She has described a fabric that sounds like the Ambleside fabric so I have sent her the brochure 1st class and she will ring me in the morning to confirm if this is the case.

If so I will get the relevant parts ordered with your self via our customer care department, in theory this will also include enough material to cover the pelmet and headboards where needed, but I will confirm that when I know.

Any queries please let me know.

Many thanks

Darren

From: Diane Ashton [<mailto:Diane.Ashton@abiuk.co.uk>]
Sent: 14 May 2013 12:11
To: Darren Milsom; darren.milsom@surfbay.co.uk
Subject: RE: FW: s/no 1460099 - Boscrege Mrs Walker 2010 Connoisseur CORRECTION

Hi Darren,

Unfortunately fabric isn't available I'm afraid. If Mrs Walker wanted to select an alternative from either 2012 or 2013 van we should be able to supply lounge curtains for you

Sorry

Diane

*Diane Ashton
Warranty & Customer Services Manager
Tel: 01482 678007*

From: Diane Ashton
Sent: 13 May 2013 16:59
To: darren@surfbay.co.uk; darren.milsom@surfbay.co.uk
Subject: RE: FW: s/no 1460099 - Boscrege Mrs Walker 2010 Connoisseur CORRECTION

Hi Darren, Mrs Walker has just phoned again chasing on her replacement curtains.
I have given her your contact details.

Many thanks

Diane

Diane Ashton
Warranty & Customer Services Manager
Tel: 01482 678007

From: Diane Ashton
Sent: 02 May 2013 12:17
To: darren@surfbay.co.uk; darren.milsom@surfbay.co.uk
Subject: FW: FW: s/no 1460099 - Boscrege Mrs Walker 2010 Connoisseur CORRECTION

Hi Darren,

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Am I ok to confirm with Mrs Walker that she needs to speak with Surfbay directly?

Many thanks

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Diane Ashton
Warranty & Customer Services Manager
Tel: 01482 678007

From: Diane Ashton
Sent: 17 January 2013 14:01
To: 'Darren Milsom'
Cc: Tim Parker; Daniel Moon
Subject: RE: FW: s/no 1460099 - Boscrege Mrs Walker 2010 Connoisseur CORRECTION

Thanks Darren, to keep paperwork straight will get Dan Moon to send you sales order confirmation for the below.
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Many thanks

Diane
Warranty & Customer Services Manager
Tel: 01482 678007

From: Darren Milsom [<mailto:darren@surfbay.co.uk>]
Sent: 17 January 2013 13:07

- Ambleside 2013 .

~~Warrington~~

Main bedroom .

Darren Milsom

From: Darren Milsom
Sent: 14 May 2013 12:39
To: 'Diane Ashton'
Subject: RE: FW: s/no 1460099 - Boscrege Mrs Walker 2010 Connoisseur CORRECTION

including ties back
≠ Pelmet + Headboard

Thanks Diane

Darren

From: Diane Ashton [mailto:Diane.Ashton@abiuk.co.uk]
Sent: 14 May 2013 12:29
To: Darren Milsom
Subject: RE: FW: s/no 1460099 - Boscrege Mrs Walker 2010 Connoisseur CORRECTION

Hiya,

I said that earlier to Dan as sure she'd picked an alternative fabric and presumed quotations had been done on that. Oh well, if ok with you we will wait until get confirmation tomorrow as to exactly which one she's going with and exactly what you need us to order (as 2 different quotes done for different things)

Thanks Darren

Diane

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Morning Darren,

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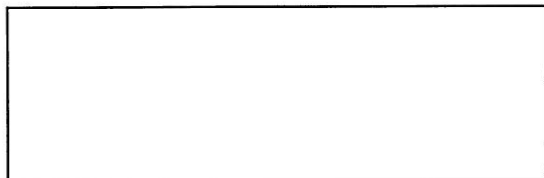
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ABI (UK) Limited
 Swinemoor Lane
 Beverley
 East Yorkshire
 HU17 0LJ

QUOTATION

Aftersales Leisure Homes
 Tel: 01482 678000
 Fax: 01482 887009

CUSTOMER		ADDITIONAL:	
SURF BAY CARAVANS (STATIC) THE AIRFIELD WINKLEIGH DEVON EX19 8DW	SURF BAY CARAVANS (STATIC) THE AIRFIELD WINKLEIGH DEVON EX19 8DW	Customer Purchase Order: Tender Date: Expiry Date: Quotation Number	1460099 17/01/13 17/03/13 8415

Stock Code	Description	Order Qty	Unit Price	Disc	Tax	Line Total
CONNOISSEUR 1460099						
CURTAINS MB	INC TB. KITAMI 9640BB 503 C 40	1	157.00	0.00	31.40	188.40
HEADBOARD	KITAMI 9640BB 503 C 4035 P&M R	2	33.00	0.00	13.20	79.20
PELMET	KITAMI 9640BB 503 C 4035 P&M R	1	31.00	0.00	6.20	37.20
SCATTER CUSHION	KITAMI 9640BB 503 C 4035	2	15.50	0.00	6.20	37.20

IF REQUIRED RETURN QUOTATION WITH P.O. NUMBER

Gross Total	Freight	Miscellaneous	Discount	Tax	Quotation Total
285.00	20.00	0.00	0.00	61.00	366.00

Boisjeu

