

ATOZ emails re windows

Dear Fleur,

We are accepting your proposal to order these windows with another supplier and we are happy to remove the costs for these items.

Our interest is to make sure you have the windows and we are apologising for us not being able to make these windows the correct sizes.

We understand your frustration and understand that in this case a solution will be to have some other supplier for this occasion.

We are happy to reorder the windows, but we felt that some solutions could be found without that need of new windows.

You are the one to take the decision and we are happy to rectify the costs for these.

Warm Regards,

13/3/25

Dear Ecaterina, Vladimir

Re: Immediate Cease of Communication and Breach of Contract

I am writing to formally address your continued failure to fulfil your obligations under our contract and to cease any further communication with you due to the unprofessional and antagonistic manner in which you have been communicating.

Your recent response is not only insulting but continues to misrepresent the situation, making it clear that you have no intention of resolving this matter in a satisfactory and timely manner. The tone and nature of your communication, including repeated inaccuracies and false claims, has caused me significant distress and further delays. As a result, I have no confidence and trust that continued communication will lead to a resolution.

The facts remain as follows:

1. Failure to Complete Installation:

Your company was contracted to supply and install the windows and doors. This obligation remains unfulfilled. While the windows were supplied, the installation has not been completed due to multiple errors and failures on your part.

Furthermore, your team left the site upon realizing the windows did not fit, and no further action has been taken to address the unfinished work. The initial date for installation was the 28th of November 2024. You failed to disclose that remaking two windows was going to take another 12 weeks. You ignored my requests for confirmation of this, keeping the order inhouse when I could have outsourced to a local company, keeping my Christmas deadline. I am unable to secure my home until two rooms have lockable windows.

2. Incorrect Measurements:

You and your team are responsible for the accurate measurement of the windows. Despite your repeated attempts to blame me for the incorrect sizing, the responsibility for this error lies with your company. You failed to fulfil your contractual obligations by not ensuring the correct measurements were taken and by not addressing the issue in a timely manner.

3. Failure to Communicate:

You have failed to communicate clearly or effectively regarding the expected timeline for completing the installation. Your refusal to provide realistic timeframes, coupled with your failure to respond to repeated requests, has

exacerbated the delays. Your attempts to dismiss or deflect responsibility for the ongoing issues have been unprofessional and unhelpful.

4. **Breach of the Supply of Goods and Services Act 1982:**

Your conduct constitutes a clear breach of the **Supply of Goods and Services Act 1982**, which requires services to be provided with reasonable care and skill. You have failed to meet the basic expectations outlined under this legislation, and as such, I consider our contract to be breached.

5. **Retaining Payment and Resolution:**

I have already paid for all services provided, except for the outstanding installation fee of £5,088.16, which will be retained to cover the costs I have incurred to finish the work through other means. You have caused immeasurable stress, financial loss, and further delays by your failure to complete the installation.

As I have made every effort to resolve this issue directly with you, I no longer wish to engage in any further communication. Your ongoing antagonistic and unprofessional conduct leaves me with no confidence that any further discussion will result in a positive outcome.

Consequently, all future correspondence regarding this matter will be directed through my solicitor. Additionally, I will be filing a formal complaint with **Trading Standards UK** for your breach of contract, and I reserve the right to pursue further legal action, including seeking compensation for the damages caused by your company's failure to perform.

This letter constitutes the **final** communication from my side regarding this matter.

Yours sincerely,

13/3/25

Dear Ecaterina,

I think you've been misinformed.

My response to your comments in red

- *We have supplied all contracted windows as agreed. Two are the wrong size*
- *One window was missing initially but was later delivered. And when installation was attempted, it was discovered it was too small see below*
- *During the installation attempt, we discovered that:*
 - *One window was slightly smaller, (see above) requiring a windowsill (to be supplied by the client). This is a lie. None of the windows have sills. It was significantly smaller. Your fitter suggested we add a row of bricks to make it fit. We were not going to reduce the size of the aperture to accommodate your mistake.*
 - *One window was slightly larger, but the client and on-site contractor refused minor adjustments to the opening. Your fitter told us 'it's too big and will hit the soffit' then left. There was no conversation with me or my builder. My builder called me to tell me there was a problem and I drove over to catch the fitters before they left. I called Jowel and yourself, and you never called me back about any of this. There has been no or little communication with the fitters we've seen and no continuity.*
 - *As a result, we were prevented from completing the installation. Of the windows.. but your team could have done the external trims of all the other windows. The doors?*
- *Despite this, we have offered not to charge for these two windows and have agreed to allow the client to hire alternative installers. This was a goodwill gesture to ensure a smooth resolution. Hire alternative installers to install what? You are forgetting I need to replace these windows. They don't fit. I have had to order two new windows from an alternative supplier and outsource an installer to fit these and complete the installation of everything else.*

I will let you know how I'd like to proceed

From: Sales A to Z Design & GLASS <sales@atozdesignandglass.co.uk>
Sent: 13 March 2025 14:37
To: info@fleurwardinteriordesign.com
Cc: fleur.adam20@gmail.com; Vladimir Castravet <vladimir@2vprojects.co.uk>
Subject: Re: Proposal for Resolving Window Order Issue

Dear Fleur,

I appreciate your concerns regarding the installation of the windows and want to ensure we reach a fair resolution.

To clarify the situation from our side:

- We have supplied all contracted windows as agreed.
- One window was missing initially but was later delivered.
- During the installation attempt, we discovered that:
 - One window was slightly smaller, requiring a window sill (to be supplied by the client).
 - One window was slightly larger, but the client and on-site contractor refused minor adjustments to the opening.
 - As a result, we were prevented from completing the installation.

Despite this, we have offered not to charge for these two windows and have agreed to allow the client to hire alternative installers. This was a goodwill gesture to ensure a smooth resolution.

Next Steps:

1. We request confirmation of final payment for all supplied and installed work, excluding the two windows we have waived.
2. If you would like us to proceed differently, please confirm an alternative resolution.

We hope to resolve this matter professionally and fairly. Please let us know how you wish to proceed.

Yours sincerely, Ecaterina

From: Sales A to Z Design & GLASS <[REDACTED]>

Sent: 13 March 2025 14:37

To: [REDACTED]

Cc: [REDACTED]

Subject: Re: Proposal for Resolving Window Order Issue

Dear Fleur,

I appreciate your concerns regarding the installation of the windows and want to ensure we reach a fair resolution.

To clarify the situation from our side:

- We have **supplied all contracted windows** as agreed.
- One window was missing initially but was later delivered.
- During the installation attempt, we discovered that:
 - One window was slightly smaller, requiring a **window sill (to be supplied by the client). This is a lie. It was significantly smaller and required another row of brickwork. We were not going to reduce the size of the aperture to accommodate your mistake.**
 - One window was slightly larger, but the **client and on-site contractor refused minor adjustments to the opening. Your fitter left saying it's too big and will hit the soffit. It needs to be remade.**
 - As a result, we were **prevented from completing the installation. Of the windows. but your team could have done the external trims of all of the other windows. you can see the silicone and it's not complete. The doors? I have told you what the issues are**

Despite this, we have offered **not to charge for these two windows** and have **agreed to allow the client to hire alternative installers**. This was a goodwill gesture to ensure a smooth resolution.

Next Steps:

1. **We request confirmation of final payment** for all supplied and installed work, excluding the two windows we have waived.
2. **If you would like us to proceed differently, please confirm an alternative resolution.**

We hope to resolve this matter professionally and fairly. Please let us know how you wish to proceed.

Yours sincerely, Ecaterina

A to Z Design and Glass Ltd

[REDACTED]

12/3/25

Dear Ecaterina, Eugenia, and Vladimir

Re: Failure to Complete Contract – Outstanding Works and Unauthorized Delay

I am writing to formally address the ongoing failure to complete the installation as per our contractual agreement. While I appreciate your response to my previous correspondence, it does not reflect the urgency or commitment necessary to resolve the situation, nor does it demonstrate a serious intent to fulfil the terms of our agreement.

The completion of the installation, minus the outstanding windows, should have been carried out long before now. I have repeatedly requested that the installation be completed; however, your failure to attend to these requests has caused significant delay. The two fitting teams that you sent were unable to complete the work, as they found that the windows did not fit. Despite this, they did not proceed with the exterior trims as they could have, further delaying the project.

Vladimir, if you had any genuine intention to complete the installation, this would have been resolved by now. The fact that you have failed to act or resolve this issue in a timely manner suggests that your commitment to completing the work is lacking.

At this point, I do not wish to meet with you on-site to further discuss the matter. I consider any such meetings to be unnecessary and delaying tactics. You have not met me on-site at any stage since the beginning of the project, and I do not believe that an on-site meeting would be productive.

Your continued communications blaming me for the measurements and other aspects of the project are insulting and do not address the core issue, which is your failure to fulfil the contract in a reasonable and timely manner. It has been clear for some time that urgency is not a priority for you, and I am now left with no option but to proceed with alternative arrangements.

As a result of your failure to complete the work, I have had to outsource the completion of the two remaining windows to another company. I have done this to prevent further delay and inconvenience. The outstanding invoice for installation will be retained to cover the costs I've incurred to complete the work.

This letter serves as a final notice, and I expect no further delays or unproductive communication. The opportunity for you to fulfil your obligations has passed, and you have lost the window to rectify this matter.

Should you wish to resolve the remaining issues, reply with a prompt and concrete proposal immediately, which I will consider in due course.

Yours sincerely,

Fleur

Dear Fleur,

Please accept our sincerest apologies for the delay in responding to your email. We understand your frustration regarding the outstanding issues.

Unfortunately, the key personnel who handle these specific matters have been away on a business trip and were unable to respond to you promptly. They are returning on Monday and will contact you immediately to discuss your concerns and arrange a suitable resolution.

Vladimir, the owner, will also be in touch with you personally on Monday, on March 10th, to ensure that your situation is given the utmost attention.

We value your patience and understanding and are committed to resolving these issues as quickly and efficiently as possible.

Sincerely,

Ecaterina

7/3/25

Dear Eugenia

Just wondering if anyone intends to reply to my email in response to your proposal?

The lack of communication leads to me believe you've all walked away from this project leaving me with two missing windows, faulty doors and the exterior surrounds completely unfinished.

Please advise today

Thankyou

Fleur

26/2/25

Dear Eugenia

Thankyou for your email

It has been the most frustrating and exasperating experience with a supplier in 25 years.

I do not wish to have any further communications with Vladimir.

Moving on quickly is best for everybody so Thankyou for your proposals

I would like a refund for the two windows outstanding please.

A reduction / compensation for the following:

- All of the exterior trims are missing
- I will have to outsource a company to come and take over.
- The external patio doors are not satisfactory - issues outlined to Jowel and Vladimir
- Installation of 2 missing windows
- Project delay - 12 weeks waiting for these windows - original insta date was 28th November
- Cost of builders for 2 days to amend patio apertures as doors were too small
- Snagging
- Stress
- Fensa certification provided asap

I look forward to hearing from you

Thankyou

Fleur

25/2/25

Dear Fleur,

I wanted to take a moment to acknowledge the challenges we've encountered with the recent window delivery. I fully understand your frustration, and I sincerely regret any miscommunication that may have led to this situation. My primary goal is to find the best possible solution for you while ensuring that the project is completed to your satisfaction.

After reviewing the matter, I would like to propose two possible solutions:

Option 1 – Immediate Cost Reduction & Discount

If time is a critical factor for you, I am willing to reduce the cost of the windows, meaning you will not be charged for the two windows that have already been delivered. Additionally, I will offer you a further discount on the installation should you decide to order replacement windows, whether through us or another supplier. This option ensures you have immediate flexibility to proceed with alternative solutions without additional delays.

Option 2 – Reordering with Accurate Measurements

If timing is not as urgent and you would prefer to have the windows replaced, we can proceed with reordering the correct windows. However, please note that the manufacturing and delivery process will take approximately six weeks. Before we proceed with this, we need to confirm the exact specifications, ensuring that:

1. All finishing details, including window sills, are finalized so that precise measurements can be taken.
2. We fully align on the window dimensions and specifications to prevent any further miscommunication.

I completely understand that this has been a frustrating situation, and I truly appreciate your patience and understanding. Please let me know which option you feel would work best for you, or if you'd like to discuss any adjustments. My priority is to resolve this in a way that best supports your needs.

Looking forward to your response.

Yours sincerely, Eugenia

27/1/25

Dear Fleur,

We are working on your project and we are waiting for confirmation from our glass cutting and toughening company.

Will update you with delivery dates when I have confirmation from them.

Kind Regards,

24/1/25

Dear Vladimir

So you have dates for installation?

I have repeatedly requested timeframes and dates for installation and you continue to ignore me.

Do you have any news from factory?

All we want is installation news as per our letter

Thankyou

24/1/25

Dear Fleur,

According to the information we have on our database, your drawings are not specific sizes,

For that reason we have produced drawings and agreed sizes with you specifically for those where building was not yet done.

Where we took measurements, windows have been fit within the size.

Similar to the folding door the opening was not ready for us to measure and we manufactured according to the sizes confirmed by you.

Regardless of this we came 2 types and attempted to fit the doors and we were not able because of following reasons:

1. Height of the opening had to be changed
2. An additional windows sill was requested

The only mistake I am able to spot as ours solely is the missing office window that was ordered and is in production.

The photo attached with the sizes was not given to us and you have not disagreed on the size of that window when signing the drawings.

With all appreciation I am not willing to point now to who is wrong or right. And as to show our respect to you as a client we have accepted to remake this window without asking any additional costs.

Door sill

I do understand your point but this is not compared with the car tyre.

The door sill is not a must but is a detail. All windows have been manufactured without the window sill because you have a tiles window sill or a concrete windows sill.

Also the specification of the drawings or all conversations and emails did not record your desire for a sill.

However, I have ordered the windows sill without asking for any extra charge. And I have not charged extra for the 2nd visit to install the door.

Silicon

I would like to confirm that we are discussing the siliconing on the exterior works and not the interior works?

We are not applying silicon in the interior as that is due to the decorators after finishing decorators works.

Our duty is to apply silicon only on the exterior side of the windows.

Wrong sizes

I would like to point several moments here:

1. We have drawings of the property but without sizes
2. We have produced drawings with the sizes and sent to be confirmed
3. All products have been manufactured accordingly to the approved shop drawings
4. All measurements of windows where we took measurements were correct

I am happy to help on your project as much as possible and would like for both of us to be on the correct understanding of the project and situation.

Kind Regards,

—

Dear Vladimir

Facts below in red.

Dear Fleur,

Thanks for your email today.

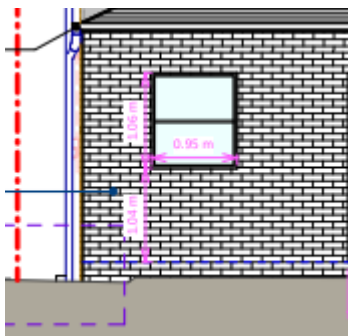
I would like to note very important facts that must be taken into account regarding the installation:

1. We could not complete the installation of the windows and door in full as your builder was not ready

We were ready on the 25th but your fitters discovered that your doors were too small. Then we discovered second attempt that your doors didn't have an essential sill. Then again, Nicolai couldn't install because sill wasn't there even though you'd told him it was. Why was he there if you didn't tell him that? We had to delay the installation and create space for the sill by taking 50mm off the top of aperture (2 days at our cost) We then advised on 18th dec that opening was ready. The sill still hasn't arrived to date. But you told me it was being made with the windows yesterday. If I'd known that I could have ordered sill to be there yesterday for Nicolai but you don't communicate.

2. Opening for the window in the kitchen was built larger by your builder and we were able to fit our window that is on site

Please see attached image showing the size of window that has been built by our builder. Your window was made incorrectly



3. We came to install the doors and could not install them as your builder could not offer a ready opening **See point 1.**

4. For the doors you have requested additional windows sill to be supplied that we have ordered to be manufactured in the factory **Doors should have come with sill. This is essential to stop water getting in. You didn't mention it was optional. I don't buy a car and find there are no tyres**

5. The window that was not delivered was ordered immediately **But you don't tell me how long it takes. So I have to wait another 12 weeks for something that was forgotten? You still haven't told me when this will arrive!!!**

6. Also we ordered additionally the window for the kitchen to fit to the opening that was made larger **See point 2**

Therefore, most of the issues for not having the project finished was not based on our side. **This is ridiculous, you're not taking accountability for anything. The doors were the wrong size, 1 window was the wrong size and 1 window still hasn't arrived - you are still not communicating regarding dates!! When are these windows arriving??? It's as simple as that.**

Regarding the silicon around the windows on the bay window specifically will be done however i am not able to spot a reason for why you are not able to do any inside works. **Really?? Because there will be damage internally when windows are installed – therefore plastering, wallpapering, and painting can't be done.**

Dear Fleur,

Thanks for your email today.

I would like to note very important facts that must be taken into account regarding the installation:

1. We could not complete the installation of the windows and door in full as your builder was not ready
2. Opening for the window in the kitchen was built larger by your builder and we were able to fit our window that is on site
3. We came to install the doors and could not install them as your builder could not offer a ready opening
4. For the doors you have requested additional windows sill to be supplied that we have ordered to be manufactured in the factory
5. The window that was not delivered was ordered immediately
6. Also we ordered additionally the window for the kitchen to fit to the opening that was made larger

Therefore, most of the issues for not having the project finished was not based on our side.

Regarding the silicon around the windows on the bay window specifically will be done however i am not able to spot a reason for why you are not able to do any inside works.

Warm Regards,

23rd January 2025

Dear Vladimir

I am writing to formally address your failure to deliver our windows and doors as per our agreement dated September (there have been multiple PDFS) between Fleur Ward Interior Design and ATOZ.

According to the terms of our agreement, delivery and installation was expected by 25th November as per email on the 11th of November. However, as of today, 23rd January 2025, the doors have not been installed, 2 windows are outstanding and all the windows are missing edges/trim, causing huge inconvenience, delays with moving into our home and potential financial losses.

You guarantee installation in 12 weeks - we are 8 weeks overdue.

My home is open and insecure. The entire back wall of our home has been exposed and vulnerable to break in. We can't complete the decoration of rooms whilst windows are outstanding. We were due to move in in February and this delay has had a knock-on effect to other elements in the house that can't be completed until doors are in. Therefore, we are having to extend our rental accommodation another month. By refusing to give us new dates for these windows and doors you are not managing our expectations and being realistic. We can't keep waiting for the unknown. Is it 1 week or 4 weeks. I can get windows and doors locally and are no longer able to wait for you to manufacture these abroad.

I request that you fulfil your obligations and ensure the delivery of the outstanding windows and complete overall installation no later than next Friday the 31st of January. If this project is not completed within this timeframe, I will have no choice but to pursue further action, which may include:

1. Terminating the contract and seeking alternative suppliers at your expense.
2. Initiating legal proceedings to enforce the terms of our agreement.
3. Seeking compensation for losses incurred due to the delay.

I hope to resolve this matter amicably and without the need for further escalation.

Please consider this letter a final opportunity to fulfil your obligations. If I do not receive a satisfactory response by tomorrow (Friday 24th January 2025) I will have to take the necessary steps to protect my family's interests.

I look forward to your prompt response.

Yours sincerely,

Fleur Ward

23rd January 2025

Hi,

I am off due to the flue.

If you have any urgencies please email

23/1/25

Hi Fleur,

I understand your frustration and i would like to assure you that for us is same. In our interests it is also better to come fit and go.

Our Technical Team and managers are in contact with you for the snagging and i will let you know the delivery dates for the 2 windows.

However, i would like to note that 1 window for the kitchen was manufactured correctly as per the sizes approved and the windows in son site.

However, as the opening is larger we have made the new windows for you.

Kind Regards,

23rd January 2025

Hi Vladimir

The kitchen window aperture is as drawings. I told you measurements are your responsibility as per drawings and site survey.

The external doors were made incorrectly, and you haven't taken accountability for this. We had to make the aperture smaller to accommodate the doors made at our expense. We have been ready since the 18th Dec for this installation. Then the sill was an issue, not allowed for, not provided. You never asked me about the sill so I don't know to request it. Your installers turn up without the sill and then you tell me it's being made.

I need dates for this final installation. The two windows and two doors, and the edges of all the windows. Are the windows going to 1 week or 4?

We can't wait any longer.

Kindest regards

Fleur

22nd January 2025

Hello Vladimir and Tiberiu

As per my message this morning this has been the most stressful process on my project.

I feel I am being kicked down the road and you don't communicate with me at all regarding honest lead times. you keep telling me your plan is this week and then next week.

You have not installed in the guaranteed 12 weeks. I have had to wait an extra 2 months and it's still not done.

Please reply with a plan for the entire project to be completed immediately.

Thankyou

Fleur

FROM THEIR NEWSLETTER SENT TO ME

Would this benefit you?

- **Caring:** Life is made to care of others and this will care for you. Therefore you will receive a honest information with corect and transparent answer. You being happy at the end of the project is more important to us.
- **Making sure:** You will be visited by us 3 months after the installation by one of our professionals to check your door and make sure that you getting the best service and use of the product you have procured.
- **Making Work:** Your final product is understood by us as being delivered and installed on time without creating extra stress just because a screw was on the floor. The team is dedicated to find solutions and make it work.

And the best part? We guarantee **delivery within 12 weeks!**

17th December

Ok

Then pls come and install the doors so our house is secure.

We lined this up so it would be exposed for a week and whilst I understand you want to send your fitters once, due to the circumstances we feel they need to come back asap to fit the doors that are on site so our home is secure over Christmas

Thankyou

Fleur and Adam

17th December 2024

Dear Fleur,

I have sent to the factory back the drawing as i understand these windows have been missed out.

Now is no time for us to check things as you have ordered them correctly.

I am discussing in the factory options to get it manufactured ASAP however we still need to wait for the fabricator

of the profile to send over the profiles required.

The factory will be closed for the Christmas period but i am preparing everything with them so we can start ASAP when back in January.

Kind Regards,

—

13th December 2024

Hi Vladimir

I have not heard from you regarding timing today.

We wanted to have a conversation with you regarding the outstanding windows for Adam's office and Pantry.

Windows B (WF1-02 Adam's office) and K (WF10-06 Staircase copy) you called it

The lack of communication is very alarming. Even if you reply to give us some news.

We need to know when these will be installed. It's holding up the decoration in the house.

Amir needs to know when you plan to install the doors so he can prepare the aperture - these door sizes are incorrect so he must make the opening smaller.

I asked you two days ago to give me an update, and you sent a text saying you'll be there today at 9am and then cancelled.

This behaviour is unprofessional and causing much frustration.

Can you please tell us what is going on!

Fleur

11th December 2024

Hi Vladimir

Can you please give me an update with my windows.

Your installers have left and I have not been given any information regarding how long these missing windows will take and when they will return to install.

This lack of communication is frustrating.

Pls advise today what's going on.

Thankyou

Fleur

4th December 2024

Hi Fleur,

I was away and planning to come back to you this week with details.

Yours sincerely,

Vladimir

3rd Dec 2024

Hi Vladimir,

can I have an update on the windows pls.

Also a reminder of the request for the aluminium frame around the doors 40mm

And the frame for top of Ruby's window

Thankyou

Fleur

21 November

Dear Fleur,

I hope this email finds you well.

As You and Vladimir discussed in your last agreement, we have credited invoice INV- [REDACTED] and issued a new one with the latest details.

Please find attached a credit note for the previous invoice (INV-[REDACTED]) and the final invoice (INV-[REDACTED]).

The following payments have been closed against invoice INV-[REDACTED]

- Payment (13 Aug 2024) - [REDACTED]
- Payment (16 Nov 2024) - [REDACTED]

If you have any questions or need further clarification, please don't hesitate to reach out.

14th November 2024

Hi Eugenia

This invoice has the wood door and partition doors on it.

I need a current invoice with the items we are expecting.

It needs to be amended as per the PDFS sent from Vladimir confirming the windows and doors final copy.

There will be alterations to this amount because partition doors and front door were removed from quote.

I can then pay the 40%

15 November

Hi Fleur,

Analysing now all the conversations with Tiberiu and the project i Understood that.

Therefore I have done all possible discounts to cover this misunderstanding.

Was in the contract and in the invoice but was correct from Tiberiu to mention it to you correctly.

Kind Regards,

—

Vladimir [REDACTED]

A to Z Design and Glass Ltd

[REDACTED]

15th November 2024

Hi Vladimir

The sizes were taken by your surveyor. I made it very clear that the sizes were your responsibility – that's your job, surveyors job. You sent me so many PDF drawings that buried me and I checked colour and number of windows – which is how I noticed you'd left out the partition doors.

I was checking the number of windows and making sure they were named correctly – they still aren't. I've corrected this a number of times.

WF1-05 Ruby's bedroom 2 – IS MY OFFICE

WF10-06-Staircase – PANTRY

Loft 1 and 2 – P1 is bathroom, P2 dressing room fixed

Telling me a week before that installation wasn't included is a shock . I assumed it was and indicated I assumed it was – you've never discussed installation, and I have asked if it was from the start.

How many staff are you sending to install? How many days will it take to install?

You sent the old invoice saying that payment wasn't due til the 22nd This invoice demands payment now or 5% fees incur... You can't change the date on the invoice and the payment terms the day of issue.

I need to go over this and check it all.

Can you send an aluminium filler piece for the doors. We have to increase the brickwork to make the aperture smaller 16cm and will then need a piece to go around the doors to fill the 4/3cm gap that we'll have. Can you confirm you can bring this for the installation?

Thankyou

Fleur

15th November

Dear Fleur,

Here is the updates for the invoices and the payments and what benefits i did include for you.

History

1. Initial accepted quote- £ [REDACTED] - **supply only**
2. Updated removing the extra- wood door, 2 partitions in the total cost of- £ [REDACTED].31- **Supply only**
3. Final cost to supply only- [REDACTED] -**Supply only**
4. Installation cost was not included and you have asked Tibeiu about it. The cost i did for you i reduced it from £ [REDACTED] so I can help on the project.
5. I have applied a 10% discount on the windows as an additional offer for you.

Next steps

1. Pay the deposit cost in the sum of- £ [REDACTED].10
2. Cost of £ [REDACTED].16 will be paid on the completion of the installation

Kind Regards,

—

Vladimir [REDACTED]

[REDACTED]

[REDACTED]

From: Sales A to Z Design & GLASS <[REDACTED]>

Sent: 13 November 2024 11:28

To: Fleur <[REDACTED]>

Subject: Re: leadtime

Hi Fleur,

I was trying to understand how the change was made in the sizes.

The final drawings were checked and signed so when I took over from Tiberiu I had all signed drawings.

Did not pay attention to the size differences.

Kind Regards,

—

Vladimir [REDACTED]

[REDACTED]

[REDACTED]

8th November 2024

On Fri, 8 Nov 2024 at 17:58, info@fleurwardinteriordesign.com> wrote:

Hi Vladimir

Can you please confirm the size of the two back external doors – Marked L on my schedule. 1800mm x 2100m high

The extension is being built and the apertures are 1900mm wide as per plan.

Thankyou

Fleur

5th November 2024

Dear Fluer,

I would like to inform you that we are on schedule for the production.

The completion of the windows will be as planned for 25-26th November

In the meantime if you do have any questions do not hesitate to contact me.

Kind Regards,

—

Vladimir [REDACTED]

On Wed, 9 Oct 2024 at 12:27 PM, Tiberiu [REDACTED]

tiberiu@atozdesignandglass.co.uk

Hi Fleur

I hope you're doing well! I wanted to reach out personally, especially since I've been away for some time due to an unexpected surgery. It's been quite a journey through recovery, but I'm finally getting back on my feet and getting back into the swing of things. I want to sincerely apologize for the gap in communication during my absence—it was never our intention to leave you without updates.

During this time, Vladimir has been working diligently behind the scenes to keep your project moving forward. I'm happy to share that production on your windows started three days ago, and we're now fully focused on pushing things ahead. While I was catching up on emails, I saw that there had been some back-and-forth conversations and a few changes from all sides. I completely understand how this might have been frustrating, and I'm truly sorry for the delays it caused.

Please know that we're giving this project our full attention now. The whole team is involved, doing everything we can to make up for the lost time and get your windows ready as quickly as possible. Sometimes, the modifications along the way can stretch out the timeline a bit, but we're committed to ensuring that everything is done exactly the way you want it.

If you have any questions, concerns, or just want to chat about where we stand, please don't hesitate to reach out. I'm here, and I'm more than happy to keep you updated personally. At the moment I am available over email.

Warm Regards,

24th September 2024

Hi Vladimir

Both quotes state lead time is 6-8 weeks

So can we work to the 19th November for arrival.

Allowing a week for delivery?

2 weeks for installation – so end of November

Your prompt attention to this would be appreciated

Thankyou

Fleur

Dear Fleur,

Thanks for the email.

I would like to confirm that as per your email we are manufacturing:

1. All windows apart for the window to the garden on page 5
2. We manufacturing the 2 french doors as they are exterior as per your request
3. The Internal partitions will be removed and we are not manufacturing them

End of November is realistic for the project. We will now work out to get it in production ASAP as per the above notes.

Yours sincerely,

24th September

Hi Vladimir

The garden window is on page 15 not 5 – take it out of the order pls.

The French doors are the external doors yes.

The internal doors are to be removed correct

To my understanding all the windows are correct in size based on the site survey that happened on the 20th August.

Were you able to make/include the aluminium profile that goes above Ruby's bedroom bay window as per request by Amir and I at our site meeting?

Many thanks

Fleur

Hi Fleur,

The window page 15 correctly was a typo on my side.

I did order a piece of aluminium to fit over the timber that Amir will fit.

Yours sincerely,

24th September 2024

Hi Vladimir

I have just replied to an email and now I've seen this.

I appreciate the voucher but it's the timing of this that is now crucial.

Had I known up front it was going to take 11 weeks I wouldn't have ordered. I was told 5/6 weeks. I appreciate that site survey needs to be done but that was on the 20th August which was 4 weeks ago.

My answers in blue

- French Doors L are external doors - I would like to confirm that these french doors are made in double glazed to be external. LP12 and LP13 are 2 exterior french doors. great
- S and R internal partition doors are missing – leave these out.- We have missed to send in the drawing the partitions as these come in separate drawings. Do you want us to removed it totally from the order? Yes In any case I have attached the sizes and drawings and also some photos of partitions we did.
- Please Take out garden window page 15- I have removed it from the order. If you will think that you not longer need them I am able to remove it from the yes remove

Please let me know what time frame we are working on. As 11 weeks wont work.

Pls confirm guarantee 5 or 10 years. And final price confirmed

Scaffolding coming down next week which I know won't effect you as installation will be done internally.

Thank you

Fleur

24th September

Hi Vladimir

As mentioned in my email to Tiberiu

Pls delete the garden window – take out (page 15)

French doors – please confirm these are the exterior doors marked L on plan

Pls confirm when we can expect. 11 weeks wont work. I would never have placed the order with that lead time. 5-6 weeks was discussed and if I Paid deposit then I'd be first into production from opening in September.

The survey measure was done 20th August – over a month ago.

I would be very grateful if you could push this through asap

Many thanks

Fleur

20th September 2024

Dear Tiberiu

I have gone over the drawings as we did last week and there are small dimensional differences which you said won't matter.

The sizes are your responsibility as they surveyor / Vladimir has taken the dimensions.

My email on Tuesday flagged this confusion:

- French Doors L are external doors
- S and R internal partition doors are missing – leave these out.
- Please Take out garden window page 15

I paid the deposit on the understanding that it would secure my order being first into production. That was weeks ago and it's taken a couple of weeks to finalise these drawings.

I hope that production will be less than the time quoted. We discussed 5-6 weeks from date of deposit. 11 weeks - I would have used another supplier.

Can you please confirm the points above and whether guarantee is 5 or 10 years.

Many thanks Tiberiu

Fleur

19th September

Dear Fleur

I hope this message finds you well.

Please find attached the final drawings for your windows as per our agreement for the project at [REDACTED]. We kindly request your confirmation to proceed with the production phase.

Important Information:

- **Production Timeline:** The production of your windows will begin once we receive your signed approval of the final drawings. The estimated production time is **6-8 weeks**, followed by **1 week for delivery** and approximately **2 weeks for installation**.

Next Steps:

To avoid any delays in production, we kindly ask you to:

1. **Sign and Date Each Page** of the attached drawings, OR
2. **Respond to this email in writing**, confirming that you have reviewed the drawings and are happy to proceed with production.

Once we receive your signed approval or written confirmation, we will commence production immediately. Please note that any changes made after approval may impact the production schedule and costs.

If you have any questions or require further clarification, please do not hesitate to contact me. We look forward to your prompt approval to keep the project on track.

Thank you for your attention and cooperation.

Kind Regard

A to Z Design and Glass Ltd