

**From:** [Accounting](#)  
**To:** [Victoria Teston](#)  
**Cc:** [Ahren Nevins](#); [Tracy Davis](#); [Accounting](#)  
**Subject:** RE: Victoria Teston - VU601485 - VU Window Treatments - Custom Order Confirmation - IN1561 - 2025-04-14  
**Date:** Tuesday, April 15, 2025 9:59:06 AM  
**Attachments:** [Teston Refund on order 601485.pdf](#)  
[image004.png](#)  
[image005.png](#)

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Mrs. Teston,

Please see attached receipt for the refund of the labor/installation.

The refund comes to a total of \$119.81, which is the total charge of \$125.00 minus the discount you received on the order plus sales tax.

Please let me know if you have any questions.

Best Regards,

**Jenifer Chilcote**

**Accounting/Payroll/HR**

Email: [accounting@vuwindowtreatments.com](mailto:accounting@vuwindowtreatments.com)

Office Phone: 407-295-5200 Ext. 1000



***Our offices will be closed in Observation of Good Friday, April 18th***

***We will resume normal hours, Monday, April 21st***

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**From:** Tracy Davis <Tracy@vuwindowtreatments.com>  
**Sent:** Tuesday, April 15, 2025 9:39 AM  
**To:** Victoria Teston <vicvmm@hotmail.com>; Accounting <Accounting@vuwindowtreatments.com>  
**Cc:** Ahren Nevins <Ahren@vuwindowtreatments.com>  
**Subject:** RE: Victoria Teston - VU601485 - VU Window Treatments - Custom Order Confirmation - IN1561 - 2025-04-14

Good morning,

I understand your upset; I am trying to get a resolution and would appreciate the same courtesy.

Due to the fluctuating economy, over the past few months, we have imposed this flat rate to cover any costs, raw materials, etc., now I am sorry that you did not see this on your order,

when you reviewed it and signed, nor, that Ahren did not point this out, as we have not had any prior issues or complaints.

Everyday in today's economy, pricing is going up and down like a yo-yo. We are family owned and have been in business for over 46 years, so, we must adapt to the ever-changing economy. We have remained the oldest blind manufacturing company in Florida and this a big reason why, our customers trust us and our products.

**I will waive this one-time fee and hope you understand that Ahren did nothing maliciously, as he has no authority to change pricing.**

Jenifer, please refund this to Ms. Teston and update the customer file to reflect this conversation.

Thank you kindly and be blessed.

**Sincerely,**

**Tracy Davis**  
**Operations Manager**  
**Work (407) 295-5200 ext 1008**  
[www.vuwindowtreatments.com](http://www.vuwindowtreatments.com)



***We will be closed on Good Friday April 18<sup>th</sup>***

***We will resume normal business Monday April 21<sup>st</sup>***



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**From:** Victoria Teston <[vicvmm@hotmail.com](mailto:vicvmm@hotmail.com)>  
**Sent:** Monday, April 14, 2025 5:46 PM  
**To:** Tracy Davis <[Tracy@vuwindowtreatments.com](mailto:Tracy@vuwindowtreatments.com)>  
**Cc:** Ahren Nevins <[Ahren@vuwindowtreatments.com](mailto:Ahren@vuwindowtreatments.com)>

**Subject:** Re: Victoria Teston - VU601485 - VU Window Treatments - Custom Order Confirmation - IN1561 - 2025-04-14

I have used your company 3 times before, I have invoices from all 3 times and I can send them to you. There's no install charge on them. I called and asked if there was a charge to make sure it was included as was done in the past when I made the appt for quote. I am a 4th time returning customer to this company and now you want to charge me install fee? I did not look at the order as I had already addressed it on the phone, so I didn't need the fee to look for bogus fees!!!!!! Aahren should have told me there was install fee and I would NOT have placed an order. I'm sure install fee is included in your prices!!!!

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**From:** Tracy Davis <[Tracy@vuwindowntreatments.com](mailto:Tracy@vuwindowntreatments.com)>

**Sent:** Monday, April 14, 2025 4:37:43 PM

**To:** [vicvmm@hotmail.com](mailto:vicvmm@hotmail.com) <[vicvmm@hotmail.com](mailto:vicvmm@hotmail.com)>

**Cc:** Ahren Nevins <[Ahren@vuwindowntreatments.com](mailto:Ahren@vuwindowntreatments.com)>

**Subject:** RE: Victoria Teston - VU601485 - VU Window Treatments - Custom Order Confirmation - IN1561 - 2025-04-14

Good afternoon,

My apologies for any confusion, this is a customary flat charge for installation on orders. Did you authorize the order to be placed and receive a confirmation, to review over before paying your initial deposit?

**Sincerely,**

**Tracy Davis**

**Operations Manager**

**Work (407) 295-5200 ext 1008**

[www.vuwindowntreatments.com](http://www.vuwindowntreatments.com)



***We will be closed on Good Friday April 18<sup>th</sup>***

***We will resume normal business Monday April 21<sup>st</sup>***



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**From:** Victoria Teston <[vicvmm@hotmail.com](mailto:vicvmm@hotmail.com)>

**Sent:** Monday, April 14, 2025 4:15 PM

**To:** Ahren Nevins <[Ahren@vuwindowtreatments.com](mailto:Ahren@vuwindowtreatments.com)>

**Subject:** Re: Victoria Teston - VU601485 - VU Window Treatments - Custom Order Confirmation - IN1561 - 2025-04-14

You don't often get email from [vicvmm@hotmail.com](mailto:vicvmm@hotmail.com). [Learn why this is important](#)

The information is that I was never told there was an installation fee nor did you point it out to me when showing me total price. Installation I was told is included when I called to inquire about blinds. Had you told me there was an installation fee, I would not have ordered. I've never paid installation fee before and I'm not about to now. Please reverse that charge or give me phone number to talk to someone else. Thank you.

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**From:** [Ahren@vuwindowtreatments.com](mailto:Ahren@vuwindowtreatments.com) <[Ahren@vuwindowtreatments.com](mailto:Ahren@vuwindowtreatments.com)>

**Sent:** Monday, April 14, 2025 4:01:40 PM

**To:** [vicvmm@hotmail.com](mailto:vicvmm@hotmail.com) <[vicvmm@hotmail.com](mailto:vicvmm@hotmail.com)>

**Subject:** Victoria Teston - VU601485 - VU Window Treatments - Custom Order Confirmation - IN1561 - 2025-04-14

Hello Victoria,

Nancy at the office said you had an issue with the installation fee of your blinds.

Could you please give me some more information?

I have attached the order for you to review?

Thank you,

Ahren