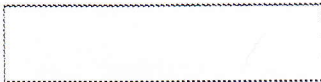


PRODUCT COMPLAINT FORM

manxsm



Date: 31/3/15

PLEASE COMPLETE AND RETURN TO:

Relay Park
Relay Drive
Tamworth, Staffordshire
B77 5PR
Tel: 01827 831496
Fax: 01827 831435

We would respectfully point out that we cannot process an enquiry until an inspection has been carried out by the retailer.

Retailer Name and Address

MR CARPET LTD
301 MUMFORD ROAD
LONDON
SW16 6BS

Tel: 020 7385-6800
Contact: Colin Symonds
Email: colin@mr-carpet.co.uk
Account Number: 2005
Invoice Number: 1956582

Consumer Name and Address

MRS T WEBSTER
53 AUSTIN ROAD
FULHAM, LONDON
SW6 6AD

Home Tel:
Mobile: 07500-332381
Email:
Invoice Date: 13/6/2014

ABOUT THE CARPET

Quality: NATURAL SHADES
Colour: MVD
Size:
No of Pets: NONE
No of Adults: 2
No of Children: 2 (1x baby)

Location in House: 4 BED ROOMS STAIRS LAMINATE
Date Fitted: 19/06/14
Type of underlay: 10mm PU foam
Sub Floor: WOOD
Method of Fitting: CONVENTIONAL
Vacuum Cleaner Type: MIELE

Has the carpet been cleaned since installation Yes / No (Delete as appropriate)
If Yes, Date of Clean NO Type of Clean N/A

Images available (tick appropriate box)
Yes No
[Checked] []

Retailers Inspection Report:
EXCESSIVE PILLING - PHOTO ATTACHED
SHEARING REQUIRED TO REMOVE PILLING?
ALL AREAS ARE AFFECTED BUT LESS PROMINENT ON THE STAIRS

In your opinion, can this complaint be settled with an allowance? Yes / (NO)
If Yes, Suggested Allowance

Completed complaint forms must be accompanied with images of the fault.
Please email to marie.york@hfdtamworth.com