



THIS FORM IS FOR FITTED CARPET/VINYL COMPLAINTS ONLY

****WE RESPECTFULLY POINT OUT THAT WE CANNOT DEAL WITH ANY COMPLAINT UNLESS THE GOODS HAVE FIRSTLY BEEN INSPECTED BY THE RETAILER AND A TRUE & HONEST REPORT IS GIVEN AS DETAILED BELOW.**** --- FOLLOWING YOUR INSPECTION, IF YOU FEEL A MANUFACTURING PRODUCT FAULT DOES EXIST, PLEASE COMPLETE THE DETAILS BELOW IN FULL, AND SEND TO CUSTOMER SERVICES AS SOON AS POSSIBLE. FAX No. 01322 628740.

DO NOT CONTACT YOUR REPRESENTATIVE, AS THIS WILL DELAY THE PROCESSING OF THIS COMPLAINT.

ACCOUNT NO: MECA01 CONTACT NAME: Colin Symon DATE: 8/5/15

RETAILER NAME & ADDRESS: MILCARPET LTD
301 MUNSIE ROAD
LONDON SW6 6BJ
TELEPHONE NUMBER: 020 7385-6800
FAX NUMBER: 020 7385-4006

CONSUMER NAME & ADDRESS: MR G BOND
283 LILLIE ROAD
SW6 4LL
TELEPHONE NUMBER: 020 7386-7382
MOBILE NUMBER: 07708-007374

PRODUCT: MAYFAIR CLASSIC FURLONG ORDER/INVOICE NO: 1736380
COLOUR: ME07 DATE OF INSTALLATION: 27.13.15
SIZE/S: 6box 500, 415x500, 375x500 RETAILER ORDER REFERENCE: F23913

INSTALLATION Room/s installed in: Room/s affected: ALL AREAS
No. of adults in house: 2 No. of children: 0 Any pets?: 0
Method of fixing: CONVENTIONAL Type of Underlay used: PURFOAM Type of maintenance used: HENRY HOVER
Subfloor type: WOOD Subfloor condition: WET / DRY / DAMP / ROUGH / SMOOTH

*A: Has water/any other liquid/s been spilt onto the carpet/vinyl? YES/NO
*B: Has the carpet/vinyl been cleaned with water/any other liquid/s? YES/NO
C: Have the goods been fitted on underfloor heating? YES/NO - If yes, please state if Radiant or Hot Water

**If Yes to A or B, please state type of spillage, when spillage occurred, type of cleaning liquid used and when the goods were cleaned N/A

HAVE THE GOODS BEEN INSPECTED BY YOU? YES

N.B. - SHOULD IT BE NECESSARY FOR US TO INSTIGATE AN INDEPENDENT INSPECTION, THE AVERAGE COST IS £60.00 + VAT WHICH WILL BE PASSED ON TO YOU IF THE COMPLAINT IS FOUND TO BE THAT OF NON-MANUFACTURING FAULTS.

ACCEPTANCE OF THE ABOVE - Signature: [Signature] Date: 8/5/15

NATURE OF OR SUGGESTED CAUSE OF COMPLAINT - PLEASE GIVE US REASONS WHY YOU THINK THIS IS A MANUFACTURING FAULT.

EXCESSIVE PILING IN ALL AREAS - NO SHOES WORN IN FLAT
INSPECTED HOVER ON SITE - DOES NOT APPEAR TO BE CAUSING
THE PILING PROBLEM?
Please attach any other relevant information i.e diagram/photograph. PHOTOGRAPHS ATTACHED

WHAT IS REQUIRED TO RESOLVE THE COMPLAINT? ARRANGE SHEARING OF THIS
CARPET TO RESTORE APPEARANCE

Photo @ Shirlongfacing.com