



Ms C Tolhurst
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3rd August 2017

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Re- Order No F25544

Carpet Complaint

Dear Caroline,

Further to our telephone conversation today it has now been confirmed (after inspection of carpet samples sent) that the manufacturers have agreed that your original carpet that was installed on May 23rd 2017 is their 60oz quality instead of your original selection of 50oz.

They have offered to you without perdjuce the following:

- 1/ they will replace the carpets within the flat (living room & 3 bedrooms)
- 2/ an allowance to keep the existing 60oz carpets which will be £720.00 (including VAT)

The 60oz quality is still guaranteed for heavy domestic use within the flat albeit a slightly longer pile.

If you can kindly confirm your decision by Monday 14th August I can inform the manufacturers accordingly.

Yours Sincerley,

John McArthur
Branch Manager