



Our Reference No 55711

01 April 2015

Mr Carpet Ltd
301 Munster Road
London
SW6 6BJ

For the attention of Colin Symonds

Dear Sirs

Mrs T Webster

We are writing further to your complaint notification regarding a quantity of our Natural Shades colour Mud, supplied to your above mentioned client.

The complaint reported is one of pilling

We have requested for an independent inspector to inspect and repair the carpet when he is next in the area and to advise your customer of that date as soon as possible. As soon as we have their report, we will contact you again with their findings.

However, if there are any further questions or if I can be of any further assistance, please don't hesitate to contact me.

Yours faithfully

Matthew Williams
Customer Services



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