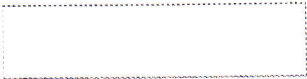


PRODUCT COMPLAINT FORM

manx



Date: 3/3/15

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 MUNSTON ROAD
FULHAM
LONDON SW6 6BJ

Tel: 020-7385-6800
Contact: COLIN SYMONS
Email: Fulhambranch@mr-carpet.co.uk
Account Number: 2005
Invoice Number: 1999298

Consumer Name and Address

SUSAN WATKINS
FLAT 14
27 NEVERN PLACE
SW5 9NP

Home Tel: 020-3144-0002
Mobile: 07970-510972
Email: Susanboth@hotmail.co.uk
Invoice Date: 25/09/14

ABOUT THE CARPET

Quality: NATURAL SHADES
Colour: BATH
Size: 10.00M x 5.00M
No of Pets: 0
No of Adults: 2
No of Children: 1

Location in House: 2 BEDROOMS
Date Fitted: 30/09/14
Type of underlay: 10mm PU FURF
Sub Floor: WOOD
Method of Fitting: CONVENTIONAL
Vacuum Cleaner Type: N/A

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

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

Retailers Inspection Report:
EXCESSIVE PILLING IN BOTH BEDROOMS. THE WALKWAYS AND THE AREAS AROUND THE BEDS ARE ALL BARELY AFFECTED CONSIDERABLE CANES ONLY BEEN DOWN 5 MONTHS. NEEDS DE-FURRING IF POSSIBLE?

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