

manx[®]



Our Reference No. 55309

04 March 2015

Mr Carpets
301 Munster Road
London
SW6 6BJ

For the attention of Colin Symonds

Dear Sirs

Susan Walters

I am writing further to your complaint notification and photographs supplied regarding a quantity of our Natural Shades colour Earth supplied to your above mentioned client.

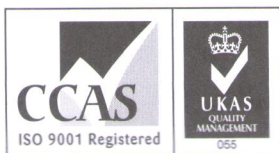
The complaint reported is one of the carpet pilling.

We can clearly see the pills on the surface of the carpet in the photographs supplied.

Natural Shades is produced using 50% wool and 50% polypropylene, and as with all new wool carpets, excess or 'dead' fibre will be shed, particularly in the early stages of the carpet's life. However, with a loop pile texture, such fibre does not escape from the surface as easily as it does with a cut pile product, and care is needed to make sure that this fibre is removed before it forms into 'pills'.

While it is important to remove this fibre effectively, it is not recommended that it is done aggressively or with undue abrasion of the surface pile. A cylinder vacuum cleaner for regular vacuum cleaning will be preferable to upright cleaners incorporating beater bars and bristles as these can damage the pile.

However, we understand your customers concerns with the appearance of the carpet and are prepared to assist in the settlement of this complaint by way of appointing an inspector to inspect the carpet with a view to shear off the pills present to restore the carpets appearance.



2009/533

Member of HFD Ltd.
Registered Office: Gorseley Lane, Coleshill, Birmingham B46 1JU, England.
Registered in England No. 2674152.

Manx Carpets
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Sales Tel: 01827 831434

Fax: 01827 831435

Email: sales@manxcarpets.co.uk

Web: www.manxcarpets.co.uk

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We have asked for the inspector to contact your customer for the inspection and possible remedial work to take place at a mutually convenient time and as soon as the report is received, we shall advise the results accordingly.

Yours faithfully

A handwritten signature in black ink, appearing to read 'Vicky Daniel'.

Vicky Daniel
Customer Services



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