



Complaint Questionnaire - Fax back to 01204 888154
 Brookhouse Mill, Greenmount, Bury, BL8 4HR. Tel: 01204 881234



All complaints must be inspected by the retailer before completing this form.
 When faxing, please use black pen

Account

Company Name	MR CARPET LTD
Address Line 1	32 STADIUM STUDIOS
Address Line 2	Whitehead Studios
Address Line 3	Business Centre
Postcode	SW17 0BA
A/c Code	M15 001
Tel	020-8890485
Fax	
Contact Name	Nigel Symonds
Inspected By	Nigel Symonds
Position in Company	Panel Manager

Store (Only to be completed where different to account)

Company Name	MR CARPET LTD
Address Line 1	70 Lower Richmond
Address Line 2	RD
Address Line 3	London
Postcode	SW15 1LL
Contact Name	Nigel Symonds
Tel	020-8789 3133
Fax	020-8785 2140

Date complaint form sent: _____

Carpet Details (for each piece)

Ref. Range & Colour	Length	Width	Backing	Coramar Ord/Inv No	Customer P/Order Ref
Makabai - Cottonwood	365	400	JTC	551273/L3787	P26088

Consumer (if applicable)

Contact Name	MR & MRS Phillips				
Address Line 1	14 Kottonwood Road				
Address Line 2					
Address Line 3	London				
Postcode	SW15 152				
Tel (Home)	020 8789 1116				
Tel (Work)					
Tel (Mobile)					
Occupants at address: Adults	2	Children	1	Pets	0
Vacuum Type (Upright / Cylinder)		Vacuum Age	N/A	Yrs	
Price paid for carpet	(inc. Fitting and Underlay) £457				

Installation (if applicable)

Date Fitted	8/1/15		
New underlay?	Yes/No	Underlay Type	Pufoam
Method of fitting	Skeletal file		
Type of floor	wood		
Room(s) carpet fitted	Bathroom		
Was advice given on shading at point of sale?	Yes/No	Was advice given on fitting at point of sale?	Yes/No
Was advice given on colour-matching at point of sale?	Yes/No	Has the carpet been cleaned or treated since installation?	Yes/No

PLEASE ENTER FAULT DETAILS BELOW

Missing tufts/weaving fault

(A full description of the nature of the fault can speed-up the processing of this complaint)