

SERVICE QUERY FORM

Complaint Reference

1. Retailers Name and Address
MR CARPET
UNIT 19/32 RIVERSIDE ROAD
TOOTING, LONDON SW17 0BA.
 Tel. No. **020-8947-7522 (BRANCH)**

Consumer Name and Address
MR & MRS R BELTON
14 DURRINGTON PK RD, RAYNES PARK
LONDON, SW20 8NX
 Tel. No. **020-8946-5249.**

2. Quality **AURORA 60** Colour **HYDEX.**
 Date Carpet Fitted **3/12/2012.** Size **31.00 x 4.00m.**
 Date Complaint Raised **6/12/2012.** Invoice Date **26/11/2012.**
 Date Score Inspected **6/12/2012.** Invoice No **603998**

PLEASE NOTE: COMPLAINTS CANNOT BE PROCESSED WITHOUT THE INVOICE NUMBER CLEARLY SHOWN

3. Location in House **BEDROOMS, LANDING & STAIRS**

Number in Family Adults **2.** Children Pets

Fitted by: Retailer DIY Sub-Contractor

Method of Fitting: Loose Laid Gripper DS Tape

Staple/Tack Other

Type of Floor **WOOD BASE**

Condition of Floor: Good Poor Uneven

Type of Underlay in use **FELT/CRUMB RUBBER.**

If the Complaint is on the Stair Carpet

Was sufficient material provided for movement of Carpet on stairs Yes/No

Was this advised at the time of purchase Yes/No

Does the Underlay cover the Nosing Yes/No

Has the Carpet been moved on the Stair Yes/No

Once/Twice Times

4. General Information

Carpet Cleaned If so, method

Vacuum Cleaner Type Dirt Residue in Carpet

Type of Heating

Is the Carpet exposed to Strong Light Yes/No

Has the Furniture been rotated or fixed positioning

5. Nature of Complaint with reasons why it is considered to be the result of a manufacturing error.
 (Attach separate sheet if necessary and Floor Plan if of assistance)

RANDOM LOCALISED SPECKS OF FOREIGN YARN & MATERIAL TRAPPED
IN THE PILE. REQUIRES CAREFUL ATTENTION BY SPECIALIST.

DATE **12th DEC 2012.** SIGNATURE **Mike Farmer**



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