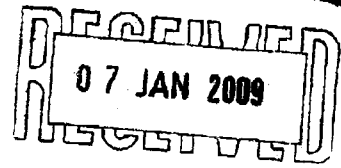


Cadogan

carpets

6th January 2009

Mr Carpet Ltd
Unit 32 Stadium Studios
Riverside Road
Tooting
London
SW17 0BA



R15376

Consumer: Mr. J. Derrick.
Goods: Churchill Twist 5300 18.12 X 5.00.

Dear Sir,

We have received a complaint report from an independent inspector, in respect of the above complaint, and herewith forward his findings for your attention.

The carpet is recently fitted as a replacement throughout a three bedroom maisonette, and it was found in the traffic areas i.e. the entrance into the lounge, and from the lounge into the kitchen, the entrance to the third bedroom, and some areas on the landing, that there is a slight ribbed effect appearing in the pile running the length of the carpet.

The carpet is a coarse woven cloth in order to give it good wearing qualities, and is made up from rows of tufts running the length and across the width of the carpet. Close inspection of the pile can show these lines of weave, which is an inherent feature of any woven carpet.

Close inspection of the cutting from the carpet supplied, does not show any manufacturing defect, and therefore feel that there is no justified complaint with the carpet in this case.

Please advise if we can be of any further help in the matter.

Yours faithfully,


Kerry Banks

The Cadogan Carpet Company Ltd

Gemini House, Stourport Road, Kidderminster, Worcestershire DY11 7QL

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