Complaint Questionnaire - Fax back to 01204 888154

Brookhouse Mill, Greenmount, Bury, BL8 4HR. Tel: 01204 881234

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

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From: Fax number To: 02089477622 Page: 1/1 Date: 15/04/2010 12:18:40

Account

Company Name	
Address Line 1	
Address Line 2	
Address Line 3	
Postcode	
A/c Code	
Tel	
Fax	
Contact Name	
Inspected By	
Position in Company	

Store (Only to be completed where different to account)

Company Name	
Address Line 1	
Address Line 2	
Address Line 3	
Postcode	
Contact Name	
Tel	
Fax	

Date complaint form sent:	

Consumer (if applicable)

Contact Name					
Address Line 1					
Address Line 2					
Address Line 3					
Postcode					
Tel (Home)					
Tel (Work)					
Tel (Mble)					
Occupants at address: Adults		Children		Pets	
Vacuum Type	**(Upright / Cylinder)**	Vacuum Age		Yrs	
Price paid for carpet	(inc. Fitting and underlay Yes/No)				

Carpet Details (for each piece)

Ref.	Range & Colour	Length	Width	Backing	Cormar Ord/Inv No	Customer P/Order Ref

Installation (if applicable)

Date Fitted			
New underlay?	Yes/No	Underlay Type	
Method of fitting			
Type of floor			
Room(s) carpet fitted			
Was advice given on shading at point of sale?	Yes/No	Was advice given on flattening 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

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

15/04/10 12:17