



PRODUCT COMPLAINT FORM

Important Please quote this reference

PLEASE COMPLETE AND RETURN TO :

Kersiant Cobb & Co

Gorsey Lane

Coleshill

B46 1JU

Tel : 01675 433019 -

Date : 24 OCT 2012

24 OCT 2012

We would respectfully point out that we cannot process an enquiry until an inspection has been carried out by the retailer

Retailer : Name & address

MR CARPET
UNIT 19/32 RIVERSIDE RD
TOOTING
LONDON SW17 0BA.

Tel : 020-8947-7522.

Contact : MIKE FARMER

Account No : 9271

Invoice No : 15935835

Invoice date : 26/09/2012.

Consumer : Name & address

MRS J LAKE
3 KENWYN ROAD
RAYNES PARK LONDON
SW20 8TE

Home Tel: _____

Work Tel: _____

Mobile Tel: 07775 - 713492.

ABOUT THE CARPET :

Quality PAMPUS BOUCLE
Colour 1811
Size 350 x 400
Pets N/A.
Adults 2no
Children N/A.

Location In house BEDROOM
Date fitted 24. OCT 12.
Type of underlay N/A.
Sub floor N/A.
Method of fitting. STANDARD GRIPPER ETC.

Has the carpet been cleaned since installation ?

N/A.

Images available
(tick appropriate box)

Yes

No

Date _____ Type _____

Details : _____

Retailers inspection report

THIS CARPET HAS A VERY STIFF BACKING AND IS NOT PLIABLE,
CONSEQUENTLY THE EDGES OF THE CARPET ARE VERY SHARP.
THE DECORATION TO ONE WALL BEHIND A DOOR HAS
BEEN DAMAGED AS A RESULT OF THE CARPET TOUCHING
THE WALL. THERE IS ALSO SOME MINOR PAINT DAMAGE TO THE
SKIRTINGS WHERE THE CARPET HAS 'SCATCHED' THE SURFACE.

In your opinion can this complaint be settled by an allowance ?

NO YES.

Suggested allowance ? REASONABLE COST OF PAINTWORK REPAIRS.

(OFF CUT PIECES IN
POST TO COLESHILL
ADDRESS).

Retailers Signature Mike Farmer

Position MANAGER.

COMPLETED COMPLAINT FORMS MUST BE ACCOMPANIED BY IMAGES OF THE FAULT,
PLEASE E-MAIL TO SARAH.KIRBY@HFDCOLESHILL.COM