



Westex Carpets Limited
Castle Mills, Moorend, Cleckheaton, West Yorkshire, BD19 3PS, United Kingdom
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Our Reference MRCA0206/CS11239

Mr Carpets
308 Worple Road
Raynes Park
London
SW20 8QU

10th May 2011

Without Prejudice

Dear Mike,

I am writing with reference to the outstanding complaint that we have registered for your customer Mrs Beharrell for Designer Stripe Quail 34.00 x 5.00.

Our Sales Director Mr Vale has recently been to inspect the above carpet that has been fitted throughout the house. The installation of the carpet is of a high standard.

The concern is with the joining of the stripe carpet in three areas. When joined side by side the stripe on the face of the carpet will be different or not perfectly straight. This is due to the design and characteristics of this particular carpet. Mrs Beharrell has this carpet fitted to another property to which there are no problems as the installation did not require any joins.

There was also an issue with the landing area which was consistent with a crease, this was confirmed on site as being a problem with the sub floor and something not being flat/level. Further carpet has been ordered to enable the fitters to return and refit the joins which will be located in the recesses in the lounge. The sizes required for this were 4.20 x 5.00 and 5.75 x 5.00. It has been requested that we consider our position in this matter.

Following our visit we must confirm that none of these problems are related to a manufacturing defect on the above supplied carpet. We would however like to offer to contribute an allowance in the amount of £450.00 exclusive of VAT towards the costs of the extra carpet that has already been purchased.



Registered in London 1480813. VAT Reg. No. 185213567

Directors: J.J. Sneec • J.R. Shirt • S.C. Thomas • P. Hanson • S.D. Walker • M. Vale • D.R. Taylor F.C.A.



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This amount would be made in full and final and will in no way be negotiable. We must stress that this offer is in no way admitting liability for the carpet but has been made as a way forward in maintaining a good working relationship between Westex carpets and Mr Carpets.

We would now kindly request that a decision is made within the next 21 working days. If by this time we have not heard from you we will assume that your customer no longer wishes to proceed and you are happy for us to close this complaint.

Yours sincerely

Natalie Robinson
Customer Service



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