

Sandringham Carpets Ltd
Unit 9
Kendal Court
Kendal Avenue
London
N4 1DN

PRODUCT COMPLAINT FORM

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

Date: 25/4/16

Tel: 020 8992 9788
Fax: 020 8992 6026

Retailer: Name & Address

MR CARPET
308 WORPLE ROAD
RAYNES PARK
SW20 8QU

Tel: 020 8947 7522
Contact: JOHN CRESSWELL

Consumer: Name & Address

MRS T. HOPE
55 BONNER HILL ROAD
KINGSTON
KT1 3EU

Home Tel: _____
Work Tel: _____
Mobile Tel: 07841 379808

Account No: 1521MB
Invoice No: NO INVOICE YET
Invoice Date: A

About The Carpet:

Quality	WENTWORTH	Location In House	LOUNGE
Colour	ANGELICA	Date Fitted	25/4/16
Size	3.60 x 4m	Type of Underlay	COST 10
Pets	—	Sub Floor	WOOD
Adults	2	Method of Fitting	SMOOTH EDGE
Children	—		

Has the carpet been cleaned since installation? NO (tick appropriate box) Yes No

Date _____ Type _____
Details: _____

Please give a description of what has happened to the carpet since it has been in situ:

WHILST FITTING, THE FITTER ONLY NOTICED THE
MARK. IT LOOKS LIKE A SMALL DYE STAIN
A CARPET CLEANER MIGHT GET IT OUT

In your opinion can this complaint be settled by an allowance? NO

Suggested allowance? _____

Retailers Signature [Signature]

Position BRANCH MANAGER

COMPLETED COMPLAINT FORMS MUST BE ACCOMPANIED BY IMAGES OF THE FAULT,
PLEASE E-MAIL TO sales@sandringhamcarpets.com