



Date of First Notification 18/2/19 Date of First Inspection 12/3/19

Inspected by Retailer:

JOHN CRESSWELL

Yes  No

Retailer: <u>MR. CARPET</u> Address: <u>299 UPPER RICHMOND Rd W.</u> <u>EAST SHEEN</u> <u>LONDON</u> <u>SW14 8QS</u> Telephone: <u>020 8876 9126</u>	Consumer: <u>MR J COLEMAN</u> Address: <u>31 ROEDEN CRESCENT</u> <u>ROEHAMPTON</u> <u>LONDON</u> <u>SW15 5JX</u> Telephone: <u>07885 150838</u>																					
Quality: <u>DIVERSITY</u> <del>158</del> Colour Name/Nr: <u>148</u> Measurement: <u>380 x 4m</u> Quantity: <u>15.20 m<sup>2</sup></u> Invoice Nr: <u>1900060</u> Invoice Date: <u>15/1/19</u>	Date Fitted: <u>23/1/19</u> Fitter: <u>—</u> Underlay: <u>FOMALUX</u> Backing: <u>—</u> Individually Soil Proofed <input type="checkbox"/> Yes <input checked="" type="checkbox"/> NO																					
Location in House: <u>BEDROOM</u> Household Count - Adults <u>2</u> Children <u>—</u> Type of Vacuum Cleaner - Upright / Cylinder	Type of Subfloor: <u>WOOD</u> Type of Fitting: Full Stick / <u>On Gripper</u> Pets (State type): <u>NONE</u>																					
Nature of problem: <u>Carpet gutted 7 weeks ago + still smelling like it was gutted yesterday</u> <u>Customer had the same carpet gutted in next door bedroom last October + smell went away straight away</u> <u>Needs inspection by Telenzo</u>																						
Representative's Report: _____ _____ _____ _____ _____	Suggested Solution <table border="1"> <thead> <tr> <th></th> <th>Yes</th> <th>No</th> </tr> </thead> <tbody> <tr> <td>Not Justified</td> <td>_____</td> <td>_____</td> </tr> <tr> <td>Allowance</td> <td>_____</td> <td>_____</td> </tr> <tr> <td>Full Credit</td> <td>_____</td> <td>_____</td> </tr> <tr> <td>Replacement</td> <td>_____</td> <td>_____</td> </tr> <tr> <td>Allowance</td> <td>_____</td> <td>_____</td> </tr> <tr> <td>Other</td> <td>_____</td> <td>_____</td> </tr> </tbody> </table>		Yes	No	Not Justified	_____	_____	Allowance	_____	_____	Full Credit	_____	_____	Replacement	_____	_____	Allowance	_____	_____	Other	_____	_____
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