



KINGSMEAD
CARPETS



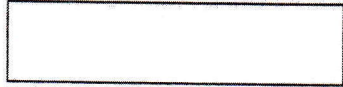
GEORGIAN
CARPETS

Stoddard
CARPETS

PLEASE COMPLETE AND RETURN TO:

Relay Park
Relay Drive
Tamworth, Staffordshire
B77 5PR
Tel: 01827 831496
Fax: 01827 831425

PRODUCT COMPLAINT FORM



Date: 01-07-2015

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

Retailer Name and Address

MR CARPET LTD
299 UPPER RICHMOND ROAD WEST
EAST SHEEN
SW14 8QS

Tel: 020 8876 9126
Contact: RICHARD CLOUGH
Email: richardclough@mr-carpet.co.uk
Account Number: 2005
Invoice Number: _____

Consumer Name and Address

MRS K GALE
55 EAST SHEEN AVENUE
LONDON
SW14 8AR

Home Tel: _____
Mobile: 07733-261121
Email: kerry.gale@gmail.com

Invoice Date: _____

ABOUT THE CARPET

Quality: NATURAL SHADES
Colour: EARTH
Size: 3.0m x 5m & 3.20m x 5m
No of Pets: ? NOT SURE
No of Adults: 2
No of Children: ? NOT SURE

Location in House: ENTIRE WALKED AREA
Date Fitted: 16TH OCTOBER 2014
Type of underlay: FELT
Sub Floor: WOOD
Method of Fitting: CLOSE COVER
Vacuum Cleaner Type: ? NOT SURE

Has the carpet been cleaned since installation
If Yes, Date of Clean _____

~~Yes~~ / (No) (Delete as appropriate)
Type of Clean _____

Images available (tick appropriate box)

Yes No

Retailers Inspection Report:

CARPET IS BOBBLY/FLUFFY THROUGHOUT ENTIRE
WALKED AREAS. WE ATTEMPTED TO BLADE TO
CARPET IN A SMALL AREA WITHOUT SUCCESS

In your opinion, can this complaint be settled with an allowance? Yes / No ? NOT SURE
If Yes, Suggested Allowance _____

Completed complaint forms must be accompanied with images of the fault.
Please email to matt.williams@hfdtamworth.com