

Registered in England No. 2704572 VAT Number: 620566651 August 2015 PAGE 1/1

Furlong Flooring (Southern) Ltd Unit E6, Bridge Close, Edisons Park, Crossways Industrial Estate, Dartford, Kent DA2 6AN

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WHAT IS REQUIRED TO RESOLVE THE COMPLAINT?

Please attach any other relevant information i.e. diagram/photograph

fore mark

NATURE OF OR SUGGESTED CAUSE OF COMPLAINT - PLEASE GIVE US REASONS WHY YOU THINK THIS IS A MANUFACTURING FAULT.

ACCEPTANCE OF THE ABOVE - Signature: [Signature] Date: 14-09-2015

MANUFACTURING FAULTS. £60.00 + VAT WHICH WILL BE PASSED ONTO YOU IF THE COMPLAINT IS FOUND TO BE THAT OF NON-

N.B. - SHOULD IT BE NECESSARY FOR US TO INVESTIGATE AN INDEPENDENT INSPECTION, THE AVERAGE COST IS

HAVE THE GOODS BEEN INSPECTED BY YOU? YES/NO

**If Yes to A or B, please state type of spillage, when spillage occurred, type of cleaning liquid used and when the goods were cleaned

*A: Has water/any other liquid/s been spill onto the carpet/vinyl? YES/NO

*B: Has the carpet/vinyl been cleaned with water/any other liquid/s? YES/NO

*C: Have the goods been fitted on underfloor heating? YES/NO - If yes, please state if Radiant or Hot Water

Subfloor type: Wood

Method of fixing: Tackless

Type of Underlay used: felt

Type of maintenance used: none

No. of adults in house: 2

No. of children: / Any pets? /

Rooms installed in: MIDDLE

Rooms affected: Bedroom

PRODUCT: BERGQUIA COLO

COLOUR: Link

DATE OF INSTALLATION: 02-09-2015

SIZE/S: 13.60 x 5m

SIZE/S AFFECTED: 3.80 x 3.30

FURLONG ORDER/INVOICE NO. / RETAILER ORDER REFERENCE: 527400

RETAILER NAME & ADDRESS: THE CARPET LONDON 299 Upper Richmond Road West A GARDENERS GARDENS HAS T WATKINS SW14 8AS

CONSUMER NAME & ADDRESS: MIDDLE BEDROOM SW14 8BY

ACCOUNT NO: MEGA 1 CONTACT NAME: Ricardo DATE: 14-09-2015

DO NOT CONTACT YOUR REPRESENTATIVE, AS THIS WILL DELAY THE PROCESSING OF THIS COMPLAINT.

**WE RESPECTFULLY POINT OUT THAT WE CANNOT DEAL WITH ANY COMPLAINT UNLESS THE GOODS HAVE FIRSTLY BEEN INSPECTED BY THE RETAILER AND A TRUE & HONEST REPORT IS GIVEN AS

DETAILED BELOW ** - FOLLOWING YOUR INSPECTION, IF YOU FEEL A MANUFACTURING PRODUCT

FAULT DOES EXIST, PLEASE COMPLETE THE DETAILS BELOW IN FULL AND SEND TO CUSTOMER

SERVICES AS SOON AS POSSIBLE. FAX No. 01322 628740.

THIS FORM IS FOR FITTED CARPET/VINYL COMPLAINTS ONLY

