



PRODUCT COMPLAINT FORM

[Empty box]

Date: 27-02

PLEASE COMPLETE AND RETURN TO:

Relay Park
Relay Drive
Tamworth, Staffordshire
B77 5PR
Tel: 01827 831496
Fax: 01827 831451

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, LONDON
SW14 8QS
Tel: 020 8876 9126
Contact: RICHARD CLOUGH
Email: richardclough@mr-carpet.co.uk
Account Number: 2005 (OLD MANX)
Invoice Number: 2097200

Consumer Name and Address

MRS B RONN
22 OBSERVATORY ROAD
EAST SHEEN, LONDON
SW14 7QD
Home Tel: 020 8617 3040
Mobile: 07967 718456
Email: bkronn@gmail.com
Invoice Date:

ABOUT THE CARPET

Quality: NATURAL SHADES
Colour: MOCCHIATO
Size: 6.00, 4.35, 4.95, 3.80 + 4.40
No of Pets: ?
No of Adults: ?
No of Children: ?

Location in House: ALL AREAS
Date Fitted: 19-06-2015
Type of underlay: PU FOAM
Sub Floor: WOODEN
Method of Fitting: STRETCH FITTED
Vacuum Cleaner Type: SUCTION

Has the carpet been cleaned since installation Yes / No (Delete as appropriate)
If Yes, Date of Clean NO Type of Clean NO

Images available (tick appropriate box)
Yes [checked] No [ ]

Retailers Inspection Report:

CARPET PILING IN TRAFFICED AREAS. CUSTOMER SAID HAPPEND STRAIGHT AWAY BUT HAS BEEN TOO BUSY TO MENTION UNTIL NOW. CARPET REQUIRES SHEARING.

In your opinion, can this complaint be settled with an allowance? Yes / No
If Yes, Suggested Allowance

Completed complaint forms must be accompanied with images of the fault.

Please email to matt.williams@hfdtamworth.com