


**VICTORIA CARPETS**

Established 1895

Worcester Road, Kidderminster, Worcestershire DY10 1JR England  
 Telephone: 01562 749620 Fax: 01562 749349  
 Registered in England No. 1178175

**CARPET COMPLAINT QUESTIONNAIRE**

Please note if no evidence of a manufacturing defect can be found after our investigation, any costs incurred by Victoria Carpets Ltd will be re-charged to the relevant company.

<b>Complaint reference no</b>	
<b>A/C number 179693</b>	<b>Consumer</b>
<b>Retailer Mr Carpet</b>	<b>Address</b>
<b>Address 299 Upper Richmond Road West</b>	
<b>East Sheen</b>	
<b>Post Code SW14 8QS</b>	<b>Post Code</b>
<b>Tel No:020-8876-9126</b>	<b>Tel No: (day)</b>
<b>Contact Name: Andy</b>	<b>Tel No: (evening)</b>
<b>Email address: andyosullivan@mr-carpet.co.uk</b>	
<b>Invoice No Bale 1005858</b>	<b>Invoice date</b>
<b>Product Options 50 – light salmon</b>	<b>Colour/Design</b>
<b>Sizes 3.20 x 4.00m</b>	<b>Dated fitted</b>
<b>Complaint description 6/ 9 black roque tufts , customer does not want repair , noticed as fitter tidying up job</b>	
<b>Date of Complaint 29-10-2015</b>	<b>Date of retailers inspection 29-10-2015</b>
<b>Room(s) Main Bedroom</b>	<b>No of occupants 2</b>
<b>Fitting method Close Cover</b>	<b>Pets 1 Dog</b>
<b>Underlay 10PU Fitted</b>   <b>None</b>	<b>New</b>   <b>Existing</b>
<b>Vacuum cleaner type</b>	<b>Frequency of vacuuming</b>
<b>Subfloor type</b>	
<b>Stain resist treatment</b>	<b>Carpet cleaned</b>
<b>Applied by</b>	<b>By whom</b>
<b>Retailers inspection findings</b> All complaints must be inspected by the retailer before completing this form	
<b>Name: Andy O'Sullivan</b>	
<b>Signed:</b> 	<b>Date: 29-10-2015</b>

VICTORIA CARPETS<sup>®</sup>

Established 1895

Worcester Road, Kidderminster, Worcestershire DY10 1JR England

Telephone: 01562 749620 Fax: 01562 749349

Registered in England No. 1178175

Any further information, including a diagram of the installation and/or photographs should be attached where possible. *Your attention is drawn to the recommendation that the carpet should be installed according to BS 5325 and that the underlay should conform to BS 5808 and/or BS EN 14499.*