

# COMPLAINT FORM



## Kersaint Cobb & Company

Please complete in block capitals and return to:

Kersaint Cobb & Company

Gorsey Lane

Coleshill

Birmingham • B46 1JU

Tel: +44(0)1675 430430

Fax: +44(0)1675 430222

466455

Wholesaler's Name & Address:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Tel: \_\_\_\_\_ Fax: \_\_\_\_\_

Retailer's Name & Address: (AC N° 9271)

ME CARPET LTD

299 UPPER RICHMOND ROAD WEST

EAST SHEEN

LONDON SW14 8QS

Tel: 020 8876 9126 Fax: \_\_\_\_\_

Consumer's Name & Address:

MRS B BURT

27 CONNAUGHT AVENUE

EAST SHEEN

LONDON

Tel: 07956-952525 Fax: \_\_\_\_\_

Retailer's Inspection Report: 1x MARK IN YARN IN MIDDLE OF LANDINGS

1x AREA WHERE 2 LOOPS ARE MISSING, THESE

LOOPS ARE NEXT TO EACH OTHER

(SEE NOTES ATTACHED)

Can this complaint be settled as an allowance? Yes

No

(All credits are restricted to material costs only)

Suggested Allowance: \_\_\_\_\_

Retailers Signature: Richard Clough Position: BRANCH MANAGER

IMPORTANT: PLEASE QUOTE THIS REF ✓

Date 31 / 03 / 2016 527923

We would respectfully point out that we cannot deal with any complaint until the material has been inspected by the wholesaler or retailer.

### Product Details:

Invoice No. \_\_\_\_\_ Date \_\_\_\_ / \_\_\_\_ / \_\_\_\_

Product Name: PAMPAS NORDIC

Product Code: NUUK

Size (m2): 5.90 CUT + 3.15 CUT

Date fitted: 29 / 03 / 2016

Professional Fitter  DIY

Floor Type: WOOD

Underlay Type: PU FOAM

### Installation Details:

Fully Stuck:  Smoothedge:

Adhesive:  Looselaid:

Tacked:  Double sided tape:

Gripper rods:

Type of adhesive: \_\_\_\_\_

How long was product left on site before fitting?

DAY OF FITTING

How long was adhesive given to dry before final cutting?

Was sufficient material left for periodic shift?

Yes  No  N/A.

### Other details:

No of Adults:  2

No of Children:  ? AT LEAST 1

Any Pets: \_\_\_\_\_

Cleaning details: \_\_\_\_\_

FULL DETAILS WILL ENABLE US TO SETTLE YOUR COMPLAINT WITH MINIMUM DELAY. THANK YOU.

Member of Headlam (Floorcovering Distributors) Ltd. Registered Office: Gorsey Lane, Coleshill, Birmingham B46 1JU, England. Registered in England No. 2674152.