



PRODUCT COMPLAINT FORM



Date: 03-03

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: 2261710

Consumer Name and Address

MRS C LOUIS
20 MARTINDALE
EAST SHEEN, LONDON
SW14 7AL
Home Tel:
Mobile: 07799-110125
Email: callilouis3@googlemail.com
Invoice Date:

ABOUT THE CARPET

Quality: NATURAL SHADES
Colour: MUD
Size: 36.50 x 4m
No of Pets: ?
No of Adults: ?
No of Children: ?

Location in House: ALL AREAS
Date Fitted: 02-12-2016
Type of underlay: 4202 FELT
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
Type of Clean

Images available (tick appropriate box)

Yes No
[checked box] [empty box]

Retailers Inspection Report:

CARPET PILING. THIS SEEMS A COMMON FAULT WITH THIS PRODUCT AS WE HAVE HAD A NUMBER OF SIMILAR ISSUES BOTH AT MY BRANCH AND US AS A COMPANY

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