

please complete and email to  
Lisa@alternativeflooring.co.uk  
Thank you.

alternative  
flooring

**RETAILER & END USER DETAILS** (Please complete as fully as possible)

Date: 03-03-2016 Retailer name: MR CARPET LTD

Contact: RICHARD CLOUGH Telephone: 020 8876 9126

Retailer order no/ref: 528138 AFC invoice number: \_\_\_\_\_

Date goods received by retailer: 24-02-2016

**If the goods have been fitted**

Date complaint raised by end user: 03-03-2016  
(Please attach any correspondence received from the end user)

Date goods received by end user: 03-03-2016

End user name & address (Please include post codes!): MRS LORNA THOMPSON

12 PREBEND GARDENS, CUSHWICK LONDON W4 1TW

End user telephone numbers (Please include home, work & mobiles where possible):

07712-002915

**PRODUCT & COMPLAINT DETAILS**

We clearly state on the yellow leaflet enclosed with every cut of broadloom that once the product has been cut it is owned by the retailer. **2. Inspection and Notice.**

"Otherwise the Buyer shall, before the Goods are cut and/or installed, fully inspect the Goods and give notice in writing to the Seller of any matter or thing by reason whereof he alleges that the goods are not in accordance with the contract within seven days of taking delivery thereof..... Cut or installed Goods cannot be returned."

Is the complaint about: Broadloom  Custom-made rug  Ready-made rug   
(Please tick as appropriate)

Alternative Flooring product and code: WOOL TIPPLE - MOONSHINE 1881

Size/s of product: 14.85 x 4m ORDERED BY 1.85 x 4m ROOM EFFECTED

Was the packaging damaged when delivered? Y/ Was the pole damaged? Y/

If Y, were the goods signed for as damaged from the carrier? Y/N

What damage has been sustained? \_\_\_\_\_

**If the goods have been fitted**

Were the goods inspected prior to cutting?  Y /  N Who by? OUR FITTER

If not, why? \_\_\_\_\_

Was the fault reported to us prior to fitting?  Y /  N Who by? OUR FITTER

How, where & for how long was the product acclimatised? IT WASN'T

How was the carpet fitted? (Please detail method used including underlay, adhesives, gripper etc):

STRETCH FITTED / TACKLESS INSTALLATION

**For all Complaints**

Please describe the nature of the fault: SMALL RED MARK

In the case of fraying, how was the product joined/seamed? N/A

If there are tufts missing, is re-tufting an option? N/A

Do you consider the complaint to have arisen from local causes? NO

If required, we will send one of our area Territory Managers to inspect the product. If it is agreed with you and your customer that replacement flooring is required, please indicate here if a colour match is needed:  Y /  N (Please note this is not always possible as products can and will differ from batch to batch)


Ideally what do you think the customer will accept to solve the complaint?  
(Please tick)  MARK TO BE CLEANED.

Replacement  Return of Goods for full Credit  Allowance  of: £ \_\_\_\_\_

Have you inspected the product?  Y /  N Do you think the complaint is valid?  Y /  N

Please use the space below to include any other information you feel may be relevant:

RED MARK IN CARPET. SEE IMAGE ATTACHED

Signed:  Position: MANAGER Date: 03-03-2016  
RICHARD CLOUGH