

COMPLAINTS FORM



Please note: Complaints cannot be processed without provision of all fields mandatory.

Complaint Ref:

Retailer Details: Name: <u>MR CARPET LTD</u> Address: <u>299 UPPER RICHMOND ROAD WEST</u> <u>EAST SHEEN</u> <u>LONDON</u> <u>SW14 9QS</u> Tel: <u>0208 876 9126</u> Fax: Email: <u>SHEENBRANCH@MR-CARPET.CO.UK</u> Acc No: <u>MRC002</u>	Consumer Details: Name: <u>MRS E ROBINSON</u> Address: <u>21 CONLEY ROAD</u> <u>MORTLAKE</u> <u>SW14 9AD</u> Tel: <u>020 8876 8463</u> Mob: <u>07801-575431</u>
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Carpet Details
 Quality: SHORELINE 40⁰² Colour: COCKLESHELL Size: 2.90, 3.00 + 5.15 x 4m
 Inv No: Inv Date: Date Fitted: 31-01-2017

Installation Details
 Was the carpet inspected prior to fitting? Yes / No

Location in House: 2 BEDS, STAIRS + LANDINGS

Number in Family: Adults: Children: Pets:

Fitted By: Retailer: DIY: Sub-contractor:

Method of Fitting: Loose Laid: Gripper: DS Tape:
 Staple/Tack: Other:

Type Of Floor: WOOD

Condition of Floor: Good: Poor: Uneven:

Type Of Underlay in Use: 42⁰² FELT UNDERLAY

Does the underlay cover the nosing: Yes / No

General Information:

Is the carpet regularly vacuumed? Yes / No N/A

Vacuum Cleaner Type: Upright / Cylinder N/A

Has the carpet been cleaned? Yes / No N/A

Type Of Heating: Conventional / Underfloor N/A

Is the Carpet exposed to strong sunlight Yes / No No

Nature of Complaint – Please provide as much information as possible:

ROGUE TUFTS THERE ARE A NUMBER OF ROGUE TUFTS THROUGHOUT (SEE IMAGES ATTACHED)

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Date Inspected by Retailer: 04-02-2017 Name of Inspector:

If possible please supply digital images of the fault via email to megan.hall@penthousecarpets.co.uk

Date: Signature: Print Name: