

Case No:

TECHNICAL ENQUIRY FORM

Please complete all of the details below and email to technical@karndean.co.uk or fax to 01386 820196

Please provide photographs of the installation and problem areas. This will help to resolve your enquiry more quickly.

YOUR DETAILS

Account number	MRC 123
Company name	MR. CARPET
Address	299 WREAF RICHMOND ROAD WEST SW14 8QS
Contact name	ANDY O'SULLIVAN
Contact number	0208 - 876 - 9126
Contact email	ANDYOSULLIVAN@MR-CARPET.CO.UK

CUSTOMER DETAILS

Customer name	MR. ROBERT SQUIRES	OUR REF S26453
Customer address	404 STAINES ROAD TW2 5JA	
Customer contact number	0208 - 898 - 0505 / 07966 - 259998	

ORDER DETAILS

Karndean order number	SO	Karndean invoice number	PSI 136594
Number of boxes	6 BOXES	Batch number	
Product code/name	LLP 105		

INSTALLATION DETAILS

Room installed in	KITCHEN			
Install date (dd/mm/yyyy)	AFTER 4/9/2013 - WE DID NOT FIT			
Adhesive used	Universal	<input type="checkbox"/>	Epoxy	<input type="checkbox"/>
	Pressure Sensitive	<input type="checkbox"/>	Acrylic	<input type="checkbox"/>
	High Temperature	<input type="checkbox"/>	Other (please specify)	<input type="checkbox"/>
Cleaning products sold?	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
Underfloor heating?	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
Type of subfloor				
Approx. age of subfloor				
Subfloor preparation used				
Date you inspected the floor				
Your inspection report	THIS WAS A "SUPPLY ONLY" PURCHASE SO I HAVE LIMITED KNOWLEDGE OF METHOD OF INSTALLATION			
Do you wish to attend when we carry out our inspection?	Yes	<input type="checkbox"/>	No	<input checked="" type="checkbox"/>

PRINT NAME

DATE (dd/mm/yyyy)

A O'SULLIVAN

03/12/2015

Robert Squires & Sharon Tiney

404 Staines Road Twickenham Middlesex TW2 5JA

Home no.020 8898 0505 RS mobile no. 07966 259998

Karndean

Head Office

Evesham

30th November 2015

Dear Sir/Madam

In December 2013 we visited your showroom and discussed with one of your sale staff the qualities of your loose lay product.

In February 2014 we purchased 6 packs of loose lay planks in weathered timber, from Mr Carpet in East Sheen order number S26453 to complete our new kitchen.

Initially all seemed to be fine but within a few months the edges started to curl we considered this to be a minor flaw, but unfortunately as time has gone on it has got so bad and has become a trip hazard.

We therefore request a visit from one of your representatives to come and look at the flooring and offer a solution to the problem.

Yours sincerely

Robert Squires & Sharon Tiney