

**Our Reference No. 58235**

26 November 2015

Mr Carpet Ltd  
299 Upper Richmond Road West  
East Sheen, London  
SW14 8QS

Dear Sirs

**Mrs Lucy Hallett**

I am in receipt of an Independent Inspection report regarding a quantity of our Covent Garden, colour Hatch supplied to your above mentioned customer.

The complaint reported was one of a line fault in the material.

Upon closer inspection, the inspector found a line of distorted loops approximately 12cm long in the guest bedroom.

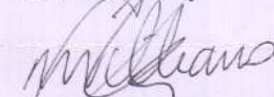
In view of the content of the inspection report, we are prepared to offer either a 50% allowance of the invoice value for the material under complaint or alternatively we can offer a replacement for the piece under complaint.

Please confirm acceptance of either offer, so the necessary arrangements can be made.

If a replacement is sought, we shall require collection of the original carpet in order to issue a credit note.

However, if there are any further questions or if I can be of any further assistance, please don't hesitate to contact me.

Yours faithfully



Matthew Williams  
Customer Services

CARPET IS 4.15 x 4m

£116.12 + VAT