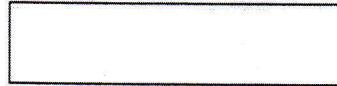


PRODUCT COMPLAINT FORM



Date: 29 MAY 2015

PLEASE COMPLETE AND RETURN TO:

Relay Park
Relay Drive
Tamworth, Staffordshire
B77 5PR
Tel: 01827 831496
Fax: 01827 831481

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

ML CARPET LTD
UNIT 32 STADIUM STUDIOS
RIVERSIDE ROAD, LONDON
SW17 0BA
Tel: 020 8876 9126
Contact: RICHARD CLOUGH
Email: richardclough@ml-carpet.co.uk
Account Number: 1431
Invoice Number: _____

Consumer Name and Address

MRS L HALLETT
32 ELVERTON ROAD
HANDSWORTH, LONDON
SW18 3NN
Home Tel: 8874 - 9502
Mobile: 07931 - 386374
Email: lucyhallett56@googlemail.com
Invoice Date: _____

ABOUT THE CARPET

Quality: COVENT GARDEN
Colour: HATCH
Size: 4.35 x 4m
No of Pets: N/A
No of Adults: N/A
No of Children: N/A

Location in House: REAR BED
Date Fitted: 11 - MAY
Type of underlay: N/A
Sub Floor: N/A
Method of Fitting: CONVENTIONAL
Vacuum Cleaner Type: N/A

Has the carpet been cleaned since installation Yes / No (Delete as appropriate)
If Yes, Date of Clean N/A Type of Clean N/A

Images available (tick appropriate box)

Yes	No
<input type="checkbox"/>	<input type="checkbox"/>

Retailers Inspection Report:

LOOPS MISSING FROM CARPET

In your opinion, can this complaint be settled with an allowance? Yes / **No** **RE-TUFTING ADVISED.**
If Yes, Suggested Allowance _____

Completed complaint forms must be accompanied with images of the fault.
Please email to marie.york@hfdtamworth.com