


VICTORIA CARPETS®

Established 1895

Worcester Road, Kidderminster, Worcestershire DY10 1JR England
 Telephone: 01562 749620 Fax: 01562 749349
 Registered in England No. 1178175

CARPET COMPLAINT QUESTIONNAIRE

Please note if no evidence of a manufacturing defect can be found after our investigation, any costs incurred by Victoria Carpets Ltd will be re-charged to the relevant company.

Complaint reference no	
A/C number 179693	Consumer Mrs L BOCKL
Retailer MR CARPET	Address 6 POYNESFIELD AVENUE
Address 299 UPPER RICHMOND ROAD WEST	EAST SHEEN LONDON
Post Code SW14 8RS	Post Code SW14 8DW
Tel No: 8876 9126	Tel No: (day) 07772-623353
Contact Name: RICHARD CLOUGH	Tel No: (evening)
Invoice No	Invoice date
Product NAT CO-ORD	Colour/Design SHORELINE - RIB
Sizes 2.70x4m	Dated fitted 20-05-2015
Complaint description	
ROUND MARK IN MIDDLE OF CARPET (SEE PHOTO) ONLY NOTICABLE WHEN STANDING UP HENCE NOT NOTICED WHEN FITTING	
Date of Complaint 20-05-2015	Date of retailers inspection 20-05-2015
Room(s) SMALL BEDROOM	No of occupants NONE YET. MOVING IN 21-05
Fitting method	Pets
Underlay None	New Existing
Vacuum cleaner type	Frequency of vacuuming
Subfloor type WOOD	
Stain resist treatment NO	Carpet cleaned NO
Applied by	By whom
Retailers inspection findings	
All complaints must be inspected by the retailer before completing this form	
MARK TO MIDDLE OF ROOM. NOTICABLE MARK SO FROM DOORWAY.	
Name: RICHARD CLOUGH	Date: 20-05
Signed: 	

Any further information, including a diagram of the installation and/or photographs should be attached where possible.

Your attention is drawn to the recommendation that the carpet should be installed according to BS 5325 and that the underlay should conform to BS 5808 and/or BS EN 14499.