

FRD - SARAH KIRBY

FROM ANDY
O'SULLIVAN

MR. CARPET - EAST
SHEEN

PRODUCT COMPLAINT FORM

Important Please quote this reference

Date : 1/11/2015

We would respectfully point out that we cannot process an enquiry until an inspection has been carried out by the retailer

OUR REFERENCE (S) 27902

PLEASE COMPLETE AND RETURN TO :
CRUCIAL TRADING

Gorse Lane
Coleshill
B46 1JU
Tel : 01675 433019 -

Retailer : Name & address

MR CARPET
299 UPPER RICHMOND ROAD WEST
EAST SHEEN
SN14 8US

Consumer : Name & address

MRS A. NUBEL
11 GORDON ROAD
CHISWICK
LONDON W4 3LU

Tel : 0208-876-1926

Home Tel

Contact : ANDY O'SULLIVAN

Work Tel

Mobile Tel

Account No : 7355

* 07736-480217

Invoice No : NOT KNOWN YET

Invoice date : " "

ABOUT THE CARPET :

Quality MISSISSIPPI
Colour WS101
Size 6'20 x 4
Pets
Adults
Children

Location In house STAIRS & LANDING
Date fitted 26/11
Type of underlay 1047 PL
Sub floor WOOD
Method of fitting.

Has the carpet been cleaned since installation ? (NO)

Date Type

Details :

Retailers inspection report

WE REPORTED TO DAVID CROOKER, THE CONDITION OF THE CARPET FACE, THE LOOPS SHOWN ARE "ROUNDE" AND SHOULD HAVE BEEN SPOTTED AT YOUR QUALITY CONTROL
WE NEED AN URGENT ACTION BY YOU!

In your opinion can this complaint be settled by an allowance ?

Suggested allowance ?

Retailers Signature

Position

SAVED CUSTOMER

FULL DETAILS OF THE COMPLAINT WILL ASSIST SETTLING THE CLAIM WITH MINIMUM DELAY Thank you.