



Date of First Notification 9<sup>TH</sup> JAN Date of First Inspection 20-01-2016

Inspected by Retailer:

Yes  No

Retailer: <u>MR CARPET LTD</u> Address: <u>293-299 UPPER RICHMOND ROAD WEST</u> <u>LONDON SW14 8QS</u> Telephone: <u>020 8876 9126</u>	Consumer: <u>MRS V LEWIS</u> Address: <u>135 PARK ROAD</u> <u>CHISWICK</u> <u>LONDON</u> <u>W4 3EX</u> Telephone: <u>07954-961044</u>																					
Quality: <u>CENTREPOINT</u> Colour Name/Nr <u>55542 BISCUIT</u> Measurement: <u>3.15 x 4m</u> Quantity: _____ Invoice Nr: _____ Invoice Date: _____	Date Fitted: <u>6<sup>TH</sup> JAN 2016</u> Fitter: <u>ALAN</u> Underlay: <u>10mm PU FOAM</u> Backing: _____ Individually Soil Proofed Yes <input checked="" type="checkbox"/> NO																					
Location in House: <u>BEDROOM</u> Household Count - Adults <u>2</u> Children <u>?</u> Type of Vacuum Cleaner - Upright / Cylinder <u>?</u>	Type of Subfloor <u>WOOD</u> Type of Fitting: Full Stick / <u>On Gripper</u> Pets (State type): <u>NOT SURE</u>																					
Nature of problem: <u>CUSTOMER COMPLAINS THAT CARPET HAS A ROUGH / STICKY RESIDUE FEEL WHEN WALKING IN BARE FEET.</u>																						
Representative's Report: <u>NO FAULT FOUND TO WHICH CUSTOMER DID NOT ACCEPT HENCE NEED FOR MANUFACTURERS INSPECTION</u>	Suggested Solution <table border="1"> <thead> <tr> <th></th> <th>Yes</th> <th>No</th> </tr> </thead> <tbody> <tr> <td>Not Justified</td> <td></td> <td></td> </tr> <tr> <td>Allowance</td> <td></td> <td></td> </tr> <tr> <td>Full Credit</td> <td></td> <td></td> </tr> <tr> <td>Replacement</td> <td></td> <td></td> </tr> <tr> <td>Allowance</td> <td></td> <td></td> </tr> <tr> <td>Other</td> <td></td> <td></td> </tr> </tbody> </table>		Yes	No	Not Justified			Allowance			Full Credit			Replacement			Allowance			Other		
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