



# PRODUCT COMPLAINT FORM

Important Please quote this reference

Date :

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

PLEASE COMPLETE AND RETURN TO :

Kersiant Cobb & Co  
Gorse Lane  
Coleshill  
B46 1JU  
Tel : 01675 433019 -

Retailer : Name & address

MR. CARPET  
299 UPPER RICHMOND ROAD  
EAST SHEEN  
LONDON SW14 8XS

Tel : 0208-816-9126

Contact : ANDY O'SULLIVAN

Account No : 9271

Invoice No : 16830625

Invoice date : 1/6/2016.

Consumer : Name & address

MR. A. ALEXANDER  
18 LENIN ROAD  
SW14  
(S)  
28393.

Home Tel: (MR) 07950-046984

Work Tel: \_\_\_\_\_

Mobile Tel: \_\_\_\_\_

MRS. (SU) 07778-034139

### ABOUT THE CARPET :

Quality NORDIC LOOP

Colour HELSINKI

Size 570 + 2.60 x 4

Pets \_\_\_\_\_

Adults 2

Children 2

Location In house 2 LOFT BEDROOMS

Date fitted 14/6/2016.

Type of underlay FELT

Sub floor MARINE PLY

Method of fitting. GLUE OVER

Has the carpet been cleaned since installation ?  
NOT TO MY KNOWLEDGE

Images available  
(tick appropriate box)

Yes

No

Details :  
Date \_\_\_\_\_ Type \_\_\_\_\_

- SEP E MAIL -

Retailers inspection report

THIS CUSTOMER HAD A PREVIOUS PURCHASE FROM YOU  
INVOICE 16499129 - 10/3/2015 AND THEY  
ALSO EXPERIENCED SIMILAR ISSUES TO THIS NEW  
COMPLAINT, THAT IS EXCESSIVE PILLING.

CARPETS NEED SHAVING ON SITE

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

Suggested allowance ? \_\_\_\_\_

Retailers Signature (Signature)

Position SALES CONSULTANT  
20/2/2017



COMPLETED COMPLAINT FORMS MUST BE ACCOMPANIED BY IMAGES OF THE FAULT,  
PLEASE E-MAIL TO SARAH.RANDELL@HFDCOLESHILL.COM