

A

Customer Complaints Form

| | |
|-----------------|-------|
| OFFICE USE ONLY | |
| Logged by | _____ |
| Date Logged | _____ |
| Complaint No | _____ |

Account

Complaint

| | | | | | |
|------------------|-------------------|-------------------------|--|-----------|--|
| Complaint Raised | 03-08-2016 | Area Code | | Reps Ref: | |
| Account Number | 103023 | Quality | | | |
| Account Name | ME CARPET LTD | Design | | | |
| Consumer Name | Ms J MERRILL | Invoice Number(s) | | | |
| Consumer Address | 35 HOMEFIELD ROAD | Invoice Date(s) | | | |
| | CHISWICK | Piece Number(s) | | | |
| | LONDON | Sizes | | | |
| | W4 2LW | | | | |
| | | Guarantee Reg. No. | | | |
| | | Acknowledgement Numbers | | | |
| Telephone Number | 020 8995 6373 | Other Complaint Ref | | | |

Purchaser/Purchase/Fitting

Carpet Treatment

| | | | | | |
|---------------------------|----------------------|----------------|--------|--------------------------------|-------|
| Purchased as Custom/Stock | | Cut Len. /Roll | C/L | If Stairs, 18" Mvmt Allowed | (X/N) |
| Date Fitted | 6 TH JULY | | 1.60x4 | Treated with Anti Soil Agent | (X/N) |
| Underlay | LUXIFELT ULAY | | | Treated with Flame Redt. Agent | (X/N) |
| Moved Since Fitting (Y/N) | LIVING IN HOME | | | Has carpet been cleaned | (X/N) |
| Location | ENTRANCE HALL | | | Any other treatment | (X/N) |
| No. Adults | 2 | No. Children | X | Pets | X |

Fault Type - PLEASE TICK

| Manufacturing | | Performance | | Administrative | |
|--------------------|----|----------------------|----|-------------------------|----|
| 1. Gripper Marks | GM | 14. Appearance Loss | AL | 21. Reps Error | RE |
| 2. Long and Shorts | LS | 15. Pile Reversal | PR | 22. Refused Delivery | RD |
| 3. Uneven Pile | UP | 16. Pilling | PI | 23. Damage Ex Factory | EX |
| 4. Streaky Lines | SL | 17. Tufts Miss/Loose | TM | 24. Wrong Price | WP |
| 5. Wrong Bobbins | WB | 18. Wear | WE | 25. Customer Error | CE |
| 6. Bowed | BW | 19. Shading | SD | 26. Transport Problem | TP |
| 7. Colour Match | CM | 20. Light Fading | LF | 27. Guarantee Invoked | GI |
| 8. Pattern Match | PM | | | 28. Warehouse Error | WH |
| 9. Pattern Fault | PF | | | 29. Production Error | PE |
| 10. Wrong Colours | WC | | | 30. Office Error | OE |
| 11. Oil Marks | OM | | | 31. Custom Office Error | CE |
| 12. Knife Marks | KM | | | 32. Sample Error | SE |
| 13. Backing Fault | BF | | | 33. Durban Error | DE |

Other Details or Comments:

WE THOUGHT IT WAS A POLE MARK THAT WOULD LIFT OUT BUT THE ISSUE HAS NOT IMPROVED

Carpet Inspected on (date): 03-08 Inspected by (name): RICHARD CLOUGH

UCM USE ONLY - Action to be taken

| | | | |
|----------------------------|--|-----------------------------|--------------------------------------|
| Replace (Y/N) | | Size(s) to Replace | |
| Allowance (Y/N) | | Quality | |
| Collection (Y/N) | | Design | |
| Retuft (Y/N) | | Credit Amt. Reqd. incl. VAT | Refitting Charges £ . M ² |
| Letter (Y/N) | | | |
| Tests Required /Type (Y/N) | | | |

Signed Sales Executive _____ Signed Area Sales Manager _____ Date _____