



Westex Carpets Limited
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Customer Service Query Form

Retailer Name and Address		Customer Name and Address	
Mr Carpet Stadium Studios Riverside Road SW17 0BA		Mrs. Heather Bere 28 East Sheen Avenue SW14 8AS	
Contact Name	Andy O'Sullivan	Contact No.	020-8392-1682 or 07990-576619
Contact No.	020-8876-9126		
Fax No.			
Email address	andyosullivan@mr-carpt.co.uk		

Quality	
Invoice Number	
Invoice Value	
Fitting Date	

Colour	
Invoice Date	
Batch No.	
Account No.	

Lengths	Widths	Piece Nos.
5.70m	4.00m	
Westend Std Pecan		

Complaint Details	
If line fault - please advise if along length or across width.	Mark about 1.20m in length running across
If line fault - please advise if high or low tufts/loops.	
Do you have photographic evidence showing the concern? If Yes please submit with this form.	No

Is the customer requesting an allowance or replacement? If allowance please indicate settlement value.	
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Why not reported prior to fitting	
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Inspected by Staff?	JC	Believed to be manufacturing fault?	Yes	Location		Floor Type- Wood and concrete	
						Underlay Type	PU
						New or existing underlay	New