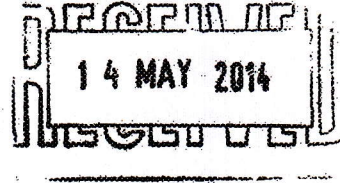


For Customer Services please telephone 0161 762 3030

Our Ref: 36231

Mr Richard Clough
Mr Carpet Ltd
Unit 19
Wimbledon Stadium Business Centre
Riverside Road
London
SW17 0BA



13th May 2014

Dear Mr Clough,

Re: Complaint- Mr Hennessey-William Twist-Twist-Appleby Fair

Further to the visit of Independent Inspections regarding the above complaint. We have now received the report and images which have been thoroughly reviewed by our technical team.

The inspection took place in the presence Mr Hennessey who complained about shedding and pilling on the carpeting supplied.

Upon closer inspection it was discovered that the carpet was pilling mainly in areas of concentrated use. We would advise that the pills are extraneous fibres which have been allowed to anchor to the carpeting. We recommend that pills are napped as they form and the carpeting be vacuumed regularly with an upright vacuum cleaner to remove any loose or extraneous fibres. We advise that the amount of loose fibres will reduce with time.

We take our responsibility of providing excellent quality products very seriously. However, on this occasion, there is no manufacturing fault with the carpet supplied. We will therefore settle our file and no further action will be taken.

Assuring you of our best attention at all times.

Yours Sincerely
Ryalux Carpets Limited

Tabitha Dambanemuya
Customer Services

cc Mr J Coppard