

RYALUX

POWNALL

For Customer Service Please Contact 0161 762 3030

Our ref: 36231

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

28th May.

28th May 2014

Dear Customer,

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

Further to our recent telephone call regarding the above complaint, we understand that your customer is unhappy with our findings. We have now forwarded the information to our technical team for further review.

We once again advise that we stand by our findings of letter dated 13th of May 2014 that there is no manufacturing fault in the carpeting supplied. We can reassure you that the issue raised this will not be detrimental to the product and assure you the carpet will serve for many years. We are also confident the shedding will recede over time with regular use of an upright vacuum cleaner with a beater bar.

Unfortunately we are unable to assist further with this matter and our file remains settled.

Yours faithfully
Ryalux Carpets



Tabitha Dambanemuya
Customer Services

cc: Mr J Coppard