

# RYALUX



# POWNALL

Our Ref: 36231

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

3 June 2014

Dear Customer,

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

We write in connection with the above concern having been advised that your customer has not been happy with our response. The nature of the complaint reported was shedding.

The floorcovering was fitted to the lounge area of the one bedroom property which is occupied by one adult. The carpet is maintained weekly by both an upright and a suction only vacuum cleaner.

Independent Inspections inspected the carpet in the presence of Mr Hennessey who was complaining of shedding. The problem was noticed on the day of fitting and the retailer has viewed the complaint. We can confirm there is evidence of shedding which is consistent throughout the whole of the installation.

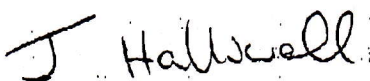
We would advise that all new carpets, especially cut pile constructions, will shed fibres, particularly from areas in front of chairs and under tables. Shedding occurs when fibres within the yarn work their way to the surface of the carpet. The fibres can get caught up in the surface pile and can sometimes appear as fluff. The shed fibres expand in the air and can appear to be much more bulky than they actually are.

There is no exact timetable for cessation of shedding; however we would advise that this will diminish naturally with usage and regular vacuuming using an upright vacuum cleaner with a beater bar action.

We understand that your customer has had a similar 80/20 twist pile carpet fitted to the dining area which has not experienced this amount of shedding. Although we are unable to comment on this particular carpet, we would like to take this opportunity to explain to both you and your customer that all cut pile carpets can vary from one batch to another due to the natural properties spun within the yarn, therefore can shed more or less fibres, however loss of fibre is reduced over time and assure you this is usually no more than 2% of the weight of the carpet pile.

Please do not hesitate to contact us should you have any further queries and we assure you of our best attention at all times.

Yours faithfully  
Ryalux Carpets Limited

  
Joanne Halliwell  
Customer Services

cc. Mr Coppard

526147

05 JUN 2014