

CID180582

1 December 2014

Mr Carpet Limited
Unit 32 Wimbledon Stad Bus Centre
Riverside Road
WIMBLEDON
LONDON
SW17 0BA

Dear Sir/Madam,

Re: Complaint/CID180582/Avebury Lockeridge Flint 4m/Zyawo

With reference to the above customer complaint. We write to inform you that an independent inspector has recently inspected the installation of Avebury, and reported accordingly.

The report states ' The carpet is fitted to two bedrooms. The consumers complaint relates to the carpet fitted in the baby's room.

The consumer pointed to an area of carpet in front of the fireplace and advised me there is a stain and the carpet looks like it has been cleaned but I was unable to see any evidence of a stain. The consumer also pointed to an area of the carpet behind the wardrobe and told me there is a stain but I could not see a stain. The consumer told me there are two separate stains but made no mention of any pale line running down the carpet.

I took numerous photographs of the areas from various positions in the room and none of the images show a stain. The floor boards are uneven in front of the fireplace which could create a visual problem in certain light conditions.

No evidence of any staining.'

In view of the above comments we are unable to take the claim any further and remain.

Yours faithfully
for GREENWOOD & COOPE LIMITED