

MR. CARPET - OUR ORDER INVOICE
 (5) 29287 - 00976235.

CARPET COMPLAINT QUESTIONNAIRE

Please note if no evidence of a manufacturing defect can be found after our investigation, any costs incurred by Victoria Carpets Ltd will be re-charged to the relevant company.

Complaint reference no	
A/C number 179693	Consumer MR. A HARVEY
Retailer MR. CARPET	Address 9 MARTINDALE
Address STADIUM STUDIOS	LONDON
RIVERSIDE ROAD	
LONDON	
Post Code SW17 0BA	Post Code SW14 8BG
Tel No: 0208-876-9126	Tel No: (day) 020-8876-7298
Contact Name: ANDY O'SULLIVAN	Tel No: (evening) 07802-793691
Email address: ANDY.O'SULLIVAN@MR-CARPET.CO.UK	
Invoice No	Invoice date 00976235
Product	Colour/Design VICTORIA TWIST (SU)
Sizes	Dated fitted GC WOLDEN LONDON
Complaint description	
VARIOUS SECTIONS OF "ROUGE TATS" YAW CONTAMINATION, CARPET HAS BEEN MADE AS A BESPOKE RUN WITH TAPER BORDER	
Date of Complaint 28/6/2017	Date of retailers inspection 27/6/2017
Room(s) LIVING	No of occupants 2
Fitting method	Pets 0
Underlay None	New Existing
Vacuum cleaner type	Frequency of vacuuming N/A -
Subfloor type	
Stain resist treatment	Carpet cleaned
Applied by	By whom
Retailers inspection findings	
All complaints must be inspected by the retailer before completing this form LOOSE LAMP RUN, CAN BE REPAIRED ON SITE	
Name: ANDY O'SULLIVAN	Date: 28/6/2017
Signed: [Signature]	

Any further information, including a diagram of the installation and/or photographs should be attached where possible. Your attention is drawn to the recommendation that the carpet should be installed according to BS 5325 and that the underlay should conform to BS EN 14499.