



# PRODUCT COMPLAINT FORM

Important Please quote this reference

Date : 28/8/15

PLEASE COMPLETE AND RETURN TO :  
Kersiant Cobb & Co  
Gorse Lane  
Coleshill  
B46 1JU  
Tel : 01675 433019 -

We would respectfully point out that we cannot process an enquiry until an inspection has been carried out by the retailer

Retailer : Name & address

MR CARPET  
~~244~~ 308 WORPLE ROAD  
RAYNES PARK  
LONDON SW20 8QU

Consumer : Name & address

MRS ANNA STONE  
10 SUSSEX ROAD  
NEW MALDEN  
KT3 3PY

Tel : 020 8947 7522  
Contact : JOHN CRESSWELL

Home Tel: \_\_\_\_\_  
Work Tel: \_\_\_\_\_  
Mobile Tel: 07801 701111

Account No : 9271  
Invoice No : 1660 1070  
Invoice date : \_\_\_\_\_

### ABOUT THE CARPET :

Quality PAMPA NORDIC STRIKE  
Colour SWEDEN  
Size 7.50 x 4  
Pets —  
Adults 1  
Children 1

Location In house 1st Landing  
Date fitted 30/7/15  
Type of underlay LUXURY PU FOAM  
Sub floor WOOD  
Method of fitting. Smoothedge

Has the carpet been cleaned since installation ?

Images available (tick appropriate box)

Yes

No

Date Type

Details : \_\_\_\_\_

Retailers inspection report

Inspected mark on carpet, informed Sarah (K.C.) + we  
agreed to get our carpet cleaner to try + remove it. It has  
partly come out, but not completely.  
Needs Kersiant Cobb representative to inspect.  
Please contact Mrs Stone ASAP.

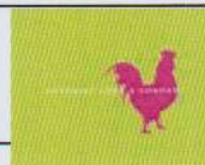
In your opinion can this complaint be settled by an allowance ?

Suggested allowance ? \_\_\_\_\_

Retailers Signature

Position

Salesman



COMPLETED COMPLAINT FORMS MUST BE ACCOMPANIED BY IMAGES OF THE FAULT,  
PLEASE E-MAIL TO SARAH.KIRBY@HFDCOLESHILL.COM