



Complaint Questionnaire - Fax back to 01204 888154

Brookhouse Mill, Greenmount, Bury, BL8 4HR. Tel: 01204 881234
customerservice@cornmarcarpets.co.uk



All complaints must be inspected by the retailer before completing this form. When faxing, please use black pen

Account

Company Name	Mr Carpet
Address Line 1	32 Stadium Studios
Address Line 2	Riverside Road
Address Line 3	London
Postcode	SW17 0BA
Alc Code	M15001.
Tel	020-9876-9126
Fax	020-9876-9126
Contact name	Andy O'Sullivan
e mail address	SUEEN@BROOKHOUSE-CARPETS.CO.UK

Store (Only to be completed where different to account)

Company Name	
Address Line 1	
Address Line 2	
Address Line 3	
Postcode	
Contact Name	
Tel	
Fax	

Date complaint form sent: _____

Carpet Details (for each piece)

Ref. Range & Colour	Length	Width	Backing	Cornmar Ord/Inv No	Customer P/Order Ref
Avebury Westbury Cord	30	5m		W2090986	S 32406

Consumer (if applicable)

Contact Name	Mrs L Sidkin				
Address Line 1	31 Belvedere Grove				
Address Line 2	London				
Address Line 3					
Postcode	SW19 7RQ				
Tel (Home)	020-8946-9491				
Tel (Work)					
Tel (Mobile)	07721-358794				
Occupants at address: Adults	2	Children		Pets	
Vacuum Type (Upright / Cylinder)		Vacuum Age	N/A	Yrs	
Price paid for carpet	(inc. Fitting and underlay Yes/No)				

Installation (if applicable)

Date Fitted	New underlay?	Yes/No	Underlay Type	NB This date must be supplied to avoid delay
Method of fitting	Close Cover Fitted 15-01-2022			
Type of floor				
Room(s) carpet fitted	VARIOUS HOUSE			
Was advice given on shading at point of sale?	Yes/No	Was advice given on flattening at point of sale?	Yes/No	
Was advice given on colour-matching at point of sale?	Yes/No	Has the carpet been cleaned or treated since installation?	Yes/No	

PLEASE ENTER FAULT DETAILS BELOW

Large installation, 213 PETS (ROBE YARD)

PLEASE REMOVE & SORT OUT STONE (SEE IMAGE TO FOLLOW)

(A full description of the nature of the fault can speed-up the processing of this complaint)