

Fitted Complaints Form

Email ucm.orders@ulstercarpets.com or Fax 02838 394449

Include Photos where possible



ACCOUNT DETAILS	
Name	MR. CARPET
Number	103023
Ulster Reps Name	IAN PULLINGER

CARPET DETAILS	
Acknowledgement/Order Number	709435
Your Reference	(5)
Invoice Number	464462
Invoice Date	30/8/2017
Range	OS
Design	PALAMA WAT
Sizes of pieces under Complaint	20.50 x 5.00m 6.15 x 5.00m

CONSUMER DETAILS	
Name	MR. J. RICHARDS
Address	
	54 PALMVAL PARK LONDON
Postcode	SW14 8JG
Tel Number	07761
Mob Number	0774349

FITTING DETAILS	
Date Fitted	28/9 3 BEDS ONLY
Type of Underlay Used	10mm PU Foam
Location Fitted	BEDROOMS
If stairs, 18" Movement allowed (Y/N)	N/A
Any Treatments eg Scotchguard (Y/N)	N/A

FAULT (PLEASE TICK ALL THAT APPLY)	
Appearance Loss	<input type="checkbox"/>
Backing Fault	<input type="checkbox"/>
Bowed	<input type="checkbox"/>
Colour Match Roll to Roll	<input type="checkbox"/>
Colour Match Roll to Sample	<input checked="" type="checkbox"/>
Creasing/Pressure Marks	<input type="checkbox"/>
Gripper Marks	<input type="checkbox"/>
Knife Marks	<input type="checkbox"/>
Light Fading	<input type="checkbox"/>
Oil Marks	<input type="checkbox"/>
Pattern Fault	<input type="checkbox"/>
Pattern Match	<input type="checkbox"/>
Pile Flattening	<input type="checkbox"/>
Pile Reversal	<input type="checkbox"/>
Pilling	<input type="checkbox"/>
Shading	<input type="checkbox"/>
Soiling	<input type="checkbox"/>
Streaky Lines	<input type="checkbox"/>
Tufts - Buried	<input type="checkbox"/>
Tufts - Long & Short	<input type="checkbox"/>
Tufts - Loose	<input type="checkbox"/>
Tufts - Missing	<input type="checkbox"/>
Tufts - Sprouting	<input type="checkbox"/>
Under Specification	<input type="checkbox"/>
Uneven Pile	<input type="checkbox"/>
Variable Thickness Yarn	<input type="checkbox"/>
Wear	<input type="checkbox"/>
Wrong Design/Colourway	<input type="checkbox"/>
Yarn Contamination	<input type="checkbox"/>
Zippers	<input type="checkbox"/>

DETAILS OF COMPLAINT
IAN PULLINGER PROVIDED A LARGE SAMPLE, WHICH SECURED THE ORDER, ON FRIDAY THE CUSTOMER CALLED TO SAY HOW UNHAPPY THEY WERE WITH THE PART FITTED INSTALLATION
ON SATURDAY THE 14/10/2017 AN OFF CUT OF FITTED CARPET WAS COMPARED TO THE LARGE SAMPLE AND A SMALL GAPING.
IN OUR OPINION (NOT MENTIONS OF G WOOD) THE DIFFERENCE IS NOT WITHIN COMMERCIAL TOLERANCE - A SPEEDY ANALYSIS BY YUV IS REQUESTED -

Form will be forwarded to your Rep who will be in contact with your customer