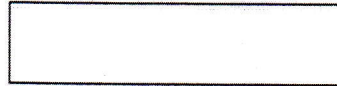


**PRODUCT COMPLAINT FORM**



Date: 29 MAY 2015

**PLEASE COMPLETE AND RETURN TO:**

Relay Park  
Relay Drive  
Tamworth, Staffordshire  
B77 5PR  
Tel: 01827 831496  
Fax: 01827 831481

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

**Retailer Name and Address**

ML CARPET LTD  
UNIT 32 STADIUM STUDIOS  
RIVERSIDE ROAD, LONDON  
SW17 0BA  
Tel: 020 8876 9126  
Contact: RICHARD CLOUGH  
Email: richardclough@ml-carpet.co.uk  
Account Number: 1431  
Invoice Number: \_\_\_\_\_

**Consumer Name and Address**

MRS L HALLETT  
32 ELVERTON ROAD  
HANDSWORTH, LONDON  
SW18 3NN  
Home Tel: 8874 - 9502  
Mobile: 07931 - 386374  
Email: lucyhallett56@googlemail.com  
Invoice Date: \_\_\_\_\_

**ABOUT THE CARPET**

Quality: COVENT GARDEN  
Colour: HATCH  
Size: 4.35 x 4m  
No of Pets: N/A  
No of Adults: N/A  
No of Children: N/A

Location in House: REAR BED  
Date Fitted: 11 - MAY  
Type of underlay: N/A  
Sub Floor: N/A  
Method of Fitting: CONVENTIONAL  
Vacuum Cleaner Type: N/A

Has the carpet been cleaned since installation Yes / No (Delete as appropriate)  
If Yes, Date of Clean N/A Type of Clean N/A

Images available (tick appropriate box)

Yes	No
<input type="checkbox"/>	<input type="checkbox"/>

**Retailers Inspection Report:**

LOOPS MISSING FROM CARPET

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In your opinion, can this complaint be settled with an allowance? Yes / No **RE-TUFTING ADVISED.**  
If Yes, Suggested Allowance \_\_\_\_\_

Completed complaint forms must be accompanied with images of the fault.  
Please email to [marie.york@hfdtamworth.com](mailto:marie.york@hfdtamworth.com)