



Westex Carpets Limited  
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Customer Service Query Form

Retailer Name and Address		Customer Name and Address	
MC CARPET LTD 299 UPPER RICHMOND ROAD WEST EAST SHEEN SW14 8QS		MRS S SEMPLE 14 THORNE PASSAGE BARNES LONDON SW13 2PA	
Contact Name	RICHARD CLOUGH	Contact No.	8487-8842 // 07796-930588
Contact No.	8876-9126		
Fax No.	8878-2655		
Email address	richardclough		

Quality	NAT LOOP CABLE
Invoice Number	
Invoice Value	
Fitting Date	10-06-2015

Colour	TAPIOCA
Invoice Date	
Batch No.	
Account No.	

Lengths	Widths	Piece Nos.
5.60	4m	(1)

<b>Complaint Details</b>	
If line fault - please advise if along length or across width.	ALONG LENGTH
If line fault - please advise if high or low tufts/loops.	NEITHER
Do you have photographic evidence showing the concern? If Yes please submit with this form.	YES . SEE ATTACHMENT WITH EMAIL

Is the customer requesting an allowance or replacement? If allowance please indicate settlement value.	
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Why not reported prior to fitting	CARPET OPENED ON SITE
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Inspected by Staff?	YES	Believed to be manufacturing fault?	YES	Location	LANDING	Floor Type	WOOD
						Underlay Type	FELT
						New or existing underlay	NEW

No. of Occupants	2
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Pets	<input checked="" type="checkbox"/>
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Shampoo Used	<input checked="" type="checkbox"/>
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Level of Maintenance	NEWLY FITTED
Vacuum Type	