



Complaint Questionnaire - Fax back to 01204 888154

Brookhouse Mill, Greenmount, Bury, BL8 4HR. Tel: 01204 881234



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

Account	
Company Name	MR CARPET LTD
Address Line 1	299 WHEE RICHMOND BOULEVARD
Address Line 2	EAST SUELD
Address Line 3	LONDON
Postcode	SW14 8QS
A/c Code	MIS001
Tel	8876-9126
Fax	8878-2655
Contact Name	RICHARD CROUCH
Inspected By	RICHARD CROUCH
Position in Company	MANAGER

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: 11-06-2015

Carpet Details (for each piece)			
Ref. Range & Colour	Length	Width	Backing
AVEBURY - KENNET GREY	6.50	5m	811E 635284
			Customer P/Order Ref 522316

Consumer (if applicable)	
Contact Name	MR & MRS HUGHES
Address Line 1	67 WHITE HART LANE
Address Line 2	BARNES
Address Line 3	LONDON
Postcode	SW13 8PP
Tel (Home)	
Tel (Work)	
Tel (Mobile)	07796-304969
Occupants at address: Adults	2
Children	2
Pets	2
Vacuum Type (Upright / Cylinder)	
Vacuum Age	
Price paid for carpet (inc. Fitting and underlay Yes/No)	Yes

Installation (if applicable)	
Date Fitted	Yes/No
New underlay?	Underlay Type
Method of fitting	
Type of floor	
Room(s) carpet fitted	
Was advice given on shading at point of sale?	Yes/No
Was advice given on colour-matching at point of sale?	Yes/No
Was advice given on flattening at point of sale?	Yes/No
Has the carpet been cleaned or treated since installation?	Yes/No

PLEASE ENTER FAULT DETAILS BELOW

1 x BOOKEN LOOF (SEE 2x PHOTOS) 1 x LOW LOOF (SEE PHOTO)

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