



Complaint Questionnaire - Fax back to 01204 888154

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



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

Account	
Company Name	
Address Line 1	
Address Line 2	
Address Line 3	
Postcode	
A/c Code	
Tel	
Fax	
Contact name	
e mail address	

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:	

Consumer (if applicable)			
Contact Name			
Address Line 1			
Address Line 2			
Address Line 3			
Postcode			
Tel (Home)			
Tel (Work)			
Tel (Mble)			
Occupants at address: Adults		Children	
		Pets	
Vacuum Type (Upright / Cylinder)		Vacuum Age	Yrs
Price paid for carpet (inc. Fitting and underlay Yes/No)			

Carpet Details (for each piece)						
Ref.	Range & Colour	Length	Width	Backing	Cormar Ord/Inv No	Customer P/Order Ref

Installation (if applicable)			
Date Fitted		NB This date must be supplied to avoid delay	
New underlay?	Yes/No	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 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

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