



# PRODUCT COMPLAINT FORM

Important Please quote this reference

Date :

PLEASE COMPLETE AND RETURN TO :

Kersiant Cobb & Co

Gorsey Lane

Coleshill

B46 1JU

Tel : 01675 433019 -

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

Retailer : Name & address

Consumer : Name & address

---

---

---

---

---

---

---

---

Tel : \_\_\_\_\_

Home Tel: \_\_\_\_\_

Contact : \_\_\_\_\_

Work Tel: \_\_\_\_\_

Mobile Tel: \_\_\_\_\_

Account No : \_\_\_\_\_

Invoice No : \_\_\_\_\_

Invoice date : \_\_\_\_\_

### ABOUT THE CARPET :

Quality \_\_\_\_\_

Location In house \_\_\_\_\_

Colour \_\_\_\_\_

Date fitted \_\_\_\_\_

Size \_\_\_\_\_

Type of underlay \_\_\_\_\_

Pets \_\_\_\_\_

Sub floor \_\_\_\_\_

Adults \_\_\_\_\_

Method of fitting. \_\_\_\_\_

Children \_\_\_\_\_

Has the carpet been cleaned since installation ?

Images available  
(tick appropriate box)

Yes

No

Date \_\_\_\_\_ Type \_\_\_\_\_

Details : \_\_\_\_\_

Retailers inspection report

---

---

---

---

---

---

In your opinion can this complaint be settled by an allowance ? \_\_\_\_\_

Suggested allowance ? \_\_\_\_\_

Retailers Signature \_\_\_\_\_

Position \_\_\_\_\_



COMPLETED COMPLAINT FORMS MUST BE ACCOMPANIED BY IMAGES OF THE FAULT,  
PLEASE E-MAIL TO SARAH.RANDELL@HFDCOLESHILL.COM