Fitted Complaints Form

Email ucm.orders@ulstercarpets.com or Fax 02838 394449
Include Photos where possible

ulster™

ACCOUNT DETAILS	
Name	
Number	
Ulster Reps Name	

CONSUMER DETAILS	
Name	
Address	
Postcode	
Tel Number	
Mob Number	

CARPET DETAILS	
Acknowledgement/ Order Number	
Your Reference	
Invoice Number	
Invoice Date	
Range	
Design	
Sizes of pieces under Complaint	

FITTING DETAILS	
Date Fitted	
Type of Underlay Used	
Location Fitted	
If stairs, 18" Movement allowed (Y/N)	
Any Treatments eg Scotchguard (Y/N)	

FAULT (PLEASE TICK All THAT APPLY)			
Appearance Loss		Shading	
Backing Fault		Soiling	
Bowed		Streaky Lines	
Colour Match Roll to Roll		Tufts - Buried	
Colour Match Roll to Sample		Tufts - Long & Short	
Creasing/Pressure Marks		Tufts - Loose	
Gripper Marks		Tufts - Missing	
Knife Marks		Tufts - Sprouting	
Light Fading		Under Specification	
Oil Marks		Uneven Pile	
Pattern Fault		Variable Thickness Yarn	
Pattern Match		Wear	
Pile Flattening		Wrong Design/Colourway	
Pile Reversal		Yarn Contamination	
Pilling		Zippers	

DETAILS OF COMPLAINT

Form will be forwarded to your Rep who will be in contact with your customer