

Worcester Road, Kidderminster, Worcestershire DY10 1JR England

Telephone: 01562 749620

PLEASE EMAIL THIS QUESTIONNAIRE TO: [cm@victoriacarpets.com](mailto:cm@victoriacarpets.com) or Fax: 01562 749349

Registered in England No. 1178175

**CARPET COMPLAINT QUESTIONNAIRE**

Please note if no evidence of a manufacturing defect can be found after our investigation, any costs incurred by Victoria Carpets Ltd will be re-charged to the relevant company.

<b>Complaint reference no</b>	
<b>A/C number</b>	<b>Consumer</b>
<b>Retailer</b>	<b>Address</b>
<b>Address</b>	
<b>Post Code</b>	<b>Post Code</b>
<b>Tel No:</b>	<b>Tel No: (day)</b>
<b>Contact Name:</b>	<b>Tel No: (evening)</b>
<b>Email address:</b>	
<b>Invoice No</b>	<b>Invoice date</b>
<b>Product</b>	<b>Colour/Design</b>
<b>Sizes</b>	<b>Dated fitted</b>
<b>Complaint description</b>	
<b>Date of Complaint</b>	<b>Date of retailers inspection</b>
<b>Room(s)</b>	<b>No of occupants</b>
<b>Fitting method</b>	<b>Pets</b>
<b>Underlay</b> <b>None</b>	<b>New</b> <b>Existing</b>
<b>Vacuum cleaner type</b>	<b>Frequency of vacuuming</b>
<b>Subfloor type</b>	
<b>Stain resist treatment</b>	<b>Carpet cleaned</b>
<b>Applied by</b>	<b>By whom</b>
<b>Retailers inspection findings</b>	
All complaints must be inspected by the retailer before completing this form	
<b>Name:</b>	
<b>Signed:</b>	<b>Date:</b>

Any further information, including a diagram of the installation and/or photographs should be attached where possible. *Your attention is drawn to the recommendation that the carpet should be installed according to BS 5325 and that the underlay should conform to BS EN 14499.*

Please note that should a replacement be needed, we offer £3.50 m2 for any refitting costs.