

To: raynesbranch@mr-carpet.co.uk

Subject: RE: Customer service enquiry form - Complaint - Our Client Beeby R18756

Good afternoon

Our ref: 86-18630

Consumer: Robert and Helen Beeby

Carpet: Lakeland Herdwick Loop Windermere

This material which is fitted at the home of your above customer has now been inspected by the Carpet Consultant.

He reports that the carpet is fitted to numerous landings and flights of stairs of an immaculate property.

The consumer advised that immediately after fitting she noticed a circular area of pile on the main landing which had a different pile texture.

On close inspection of the main landing (approx. 4.50 x 2.10) there was an oval area of pile (approx. 30cm x 20cm) that has a fractionally different texture. Whilst this mark was hard to see it is reported that it had the appearance of a cleaning attempt.

The consultant reports that the change in texture is not due to any fault in manufacture as there is nothing in the manufacturing process that would create a mark of this shape.

Whilst on site the consultant rubbed the area with his hand which did remove some of the longer fibres. This is said to have improved the mark however he does state that the area was only fractionally visible any way.

Although we regret your customer should feel dissatisfaction with one of our products, we do not believe this carpet is subject to any manufacturing fault and regret we are unable to assist further in this matter.

Kind regards

Lynn

From: Donna Ritson

Sent: 28 July 2022 14:50

To: raynesbranch@mr-carpet.co.uk

Subject: Customer service enquiry form

Good Afternoon,

Please find attached a copy of our customer service enquiry form, if you could attach any photo's you may have and send them and the completed form to:

Jodie.page@brockway.co.uk / lynn.ward@brockway.co.uk