Cavalier
CARPETS

Complaint Questionnaire

Return to:
Fax: 01254 268029
Email: customerservices@cavalier-carpets.co.uk
Thompson Street Industrial Estate, Blackburn, BB2 1TX. Tel: 01254 268000

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	
Inspected by	
Position in Company	

Store (Only complete where different to account)

Company Name	
Address Line 1	
Address Line 2	
Address Line 3	
Postcode	
Contact Name	
Tel	
Fax	

Signature:

Date:

Consumer (if applicable)

Contact Name	
Address Line 1	
Address Line 2	
Address Line 3	
Postcode	
Tel (Home)	
Tel (Work)	
Tel (Mobile)	

Occupants at address	Adults		Children		Pets	
Vacuum Type	**(Upright / Cylinder)**	Vacuum Age:		Yrs		
Price paid for carpet (incl fitting & underlay Yes/No)						

Carpet Details (for each piece)

Ref	Range & Colour	Length	Width	Backing	Customer Ord/Inv No	Customer P/Order Ref

Installation (if applicable)

Date Fitted			
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/treated?	Yes/No

PLEASE ENTER FAULT DETAILS BELOW