



Complaint Questionnaire - Fax back to 01204 888154

Brookhouse Mill, Greenmount, Bury, BL8 4HR. Tel: 01204 881234



All complaints must be inspected by the retailer before completing this form. When faxing, please use black pen

Account

Company Name: **DELINSA CARPET LTD**
 Address Line 1: **308 WARDLE ROAD**
 Address Line 2: **KNIVES FIVE**
 Address Line 3: **LEWIS**
 Postcode: **SW20 8XU**
 A/c Code: **MLC003/WF01**
 Tel: **01832 541944**
 Fax:

Contact Name: **COLIN SYMONDS**
 Inspector By: **COLIN SYMONDS**
 Position in Company: **DIAGNOSTIC**

Store (Only to be completed where different to account)

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

Date complaint form sent:

Consumer (if applicable)

Contact Name: **KATE O'NEILL**
 Address Line 1: **160 ESSEX ROAD**
 Address Line 2: **TETNALL**
 Address Line 3: **LEWIS**
 Postcode: **SW17 8TN**
 Tel (Home): **01832-541944**
 Tel (Work):
 Tel (Mobile): **01832-24394 (MURCAN)**

Occupants at address: Adults **2** Children **0** Pets **0**
 Vacuum Type: (Upright / Cylinder) **N/A** Vacuum Age: **N/A** Yes
 Price paid for carpet: (inc. fitting and underlay) **£400.00**

Carpet Details (for each piece)

Ref: Range & Colour	Length	Width	Backing	Commar Ord/Inv No	Customer P/Order Ref
MARLAN WAIVE COTTONWOOD	1520	500	SEAMING CARPET		R19321

Installation (if applicable)

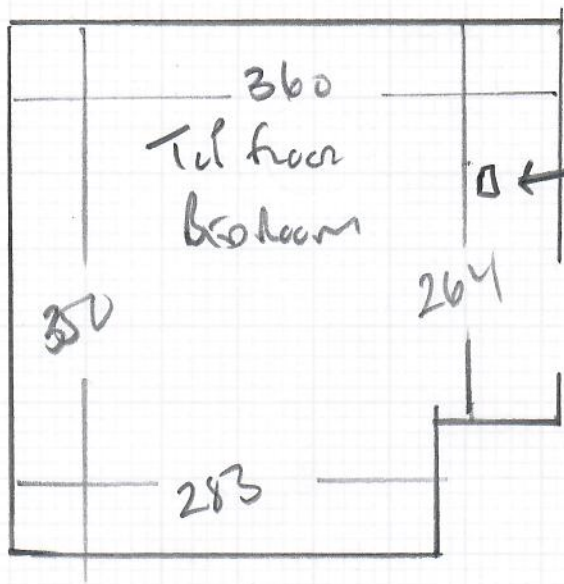
Date Fitted: **24/1/24**
 New underlay? Yes/No Underlay Type:
 Method of fitting: **CONVE N/11/24**
 Type of floor: **WOOD**
 Room(s) carpet fitted: **3 Bedrooms Study**
 Was advice given on shading at point of sale? Yes/No
 Was advice given on flattening at point of sale? Yes/No
 Was advice given on colour-matching at point of sale? Yes/No
 Has the carpet been cleaned or treated since installation? Yes/No

PLEASE ENTER FAULT DETAILS BELOW

Top from Bedroom - Rovee Tuff just to left hand side of Bedroom Doorway
(See Attached Image) + floorplan shows location of fault

(A full description of the nature of the fault can speed-up the processing of this complaint)

Job No: R19321
Name: O'NEILL
Address: 160 ESSEX ROAD
SWIF BT4
Tel:
Sheet: of



ROGUE TUBE HERE
ALIEN FIBRE?