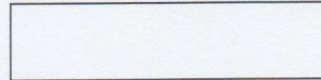


CRUCIAL TRADING

Where Inspiration Begins

PRODUCT COMPLAINT FORM



PLEASE COMPLETE AND RETURN TO:

Relay Park
Relay Drive
Tamworth, Staffordshire
B77 5PR
Tel: 01827 831496

We would respectfully point out that we cannot process an enquiry until an inspection has been carried out by the retailer.

Retailer Name and Address

MR CARPET
301 MONSTER ROAD
SW6 6BJ

Consumer Name and Address

CLARISSA DENHAM
76 EUGENY STREET
SW6 6EZ

Tel: 020 7381 1989

Contact: JACK BANTON

Email: JACKBANTON@MRCARPETLONDON.co.uk

Account Number: (7355)

Invoice Number: _____

Home Tel: _____

Mobile: 07967-098092

Email: _____

Invoice Date: _____

ABOUT THE CARPET

Quality: Sisal Grand Herringbone

Colour: GH100

Size: 1170 x 4000

No of Pets: 2

No of Adults: 2

No of Children: 0

Location in House: Stairs & Landings

Date Fitted: 12/2018 + 7/2022

Type of underlay: Crumbs Rubber Duffel

Sub Floor: Wood

Method of Fitting: Double Stick

Vacuum Cleaner Type: _____

Has the carpet been cleaned since installation Yes / No (Delete as appropriate)

If Yes, Date of Clean _____ Type of Clean _____

Images available (tick appropriate box)

Yes

No



Retailers Inspection Report:

Premature wear to carpet. Original install in 2018, wear in a number of areas, replaced sections in 2022 (complaint ref: 163900), wear on replaced areas now. Areas of issue: 3 bottom steps, first floor landing nose, first floor landing. We advise replacement/scarification as product has not performed to specification.

In your opinion, can this complaint be settled with an allowance? Yes / No TBC

If Yes, Suggested Allowance _____

Completed complaint forms must be accompanied with images of the fault.

Please email to marie.york@hfdtamworth.com