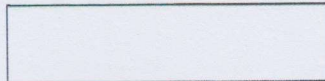


PRODUCT COMPLAINT FORM



Date: 17th NOVEMBER 2016

PLEASE COMPLETE AND RETURN TO:

Relay Park
Relay Drive
Tamworth, Staffordshire
B77 5PR
Tel: 01827 831496
Fax: 01827 831435

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

MC CARPET LTD
301 MUNSTER ROAD
FULHAM
LONDON SW6 6BD

Consumer Name and Address

MRS E. DEWIT
FLAT 2
9 GREYHAWND ROAD
LONDON W6 9NH

Tel: 020-7385-6800

Home Tel: 0061 40431522

Contact: John McArthur

Mobile: 07799 590950 TENANT - NIMETAN

Email: Fulhambranch@mi-carpet.co.uk

Email: elisa.dewit@nortenfesefulbright.com

Account Number: 2006

Invoice Number: 1991806

Invoice Date: 12/09/2014

ABOUT THE CARPET

Quality: NATURAL SHAPES

Location in House: 2 BEDROOMS + HALL

Colour: SHADOW

Date Fitted: _____

Size: 650 x 400m

Type of underlay: 10MM PU foam

No of Pets: 0

Sub Floor: WOOD

No of Adults: 1

Method of Fitting: CONVENTIONAL

No of Children: 0

Vacuum Cleaner Type: DYSON - CYLINDER

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

If Yes, Date of Clean NO Type of Clean N/A

Images available (tick appropriate box)

Yes No

Retailers Inspection Report:

EXCESSIVE PILLING - ESPECIALLY IN HALLWAY. IF FRONT DOOR IS TRIMMED THIS WILL HELP AS DOOR IS RUBBING ON CARPET. HOWEVER PILLING IS STILL EVIDENT IN 2 BEDROOMS SO FIBRES REMAINING - RECOMMEND INSPECTOR TO STEAM OFF THE PILLING.

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

If Yes, Suggested Allowance N/A

Completed complaint forms must be accompanied with images of the fault.
Please email to marie.york@hfdtamworth.com