

**CARPET COMPLAINT QUESTIONNAIRE**

Please note if no evidence of a manufacturing defect can be found after our investigation, any costs incurred by Victoria Carpets Ltd will be re-charged to the relevant company.

<b>Complaint reference no</b>	
A/C number 17963	Consumer - Mrs Kathryn Ballisat
Retailer - Mr Carpet Ltd	Address
Address - 301 Munster Road	40 Chelsea Court
301 Munster Road	95 Elm Park Gardens
London	London
Post Code SW6 6BJ	Post Code SW10 9QW
Tel No: 020-7381-1989	Tel No: (day) 07969-316473
Contact Name: John McArthur	Tel No: (evening) 01935-389712
Email address: johnmcarthur@mr-carpet.co.uk	p3narth@gmail.com
Invoice No 899956	Invoice date 08/10/2015
Product Royal Victoria Velvet 45	Colour/Design Hampton RV4505
Sizes 6.50m x 5m & 7.50m x 5m	Dated fitted 09/11/2015

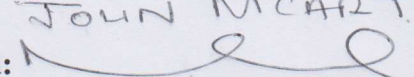
**Complaint description:**

The above Consumer has been a customer of Mr Carpet for nearly 20 years. She contacted me on Saturday 14th to explain that the carpet we installed in November 2015 was looking in her words "the appearance of the carpets throughout were quite shabby and untidy" She explained that there was a lot of bobbling within the flat and was not happy after 2½ years of w

Date of Complaint - 14th July 2018	Date of retailers inspection Tuesday 17th July 2018
Room(s) Living Room / Hall / Bedroom & Dining Room	No of occupants 2 Adults & 1 toddler (3 years of age)
Fitting method	Pets None
Underlay                      None	New - 10mm PU Foam                      Existing
Vacuum cleaner type - Upright	Frequency of vacuuming - Regular
Subfloor type Wood	
Stain resist treatment N/A	Carpet cleaned N/A
Applied by	By whom

**Retailers inspection findings**  
 Upon inspection (see attached photos) we have concluded that there is certain pilling within the flat which is unusual for low traffic use within these areas.

A suitable day to inspect the carpets would be Tuesday 7th August.  
 If you could kindly confirm direct with Mrs Ballisat

Name: JOHN MCARTHUR  
 Signed:  Date: 19/07/18

Any further information, including a diagram of the installation and/or photographs should be attached where possible. *Your attention is drawn to the recommendation that the carpet should be installed according to BS 5325 and that the underlay should conform to BS EN*