



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

Complaint Questionnaire - Fax back to 01204 888154

Brookhouse Mill, Greenmount, Bury, BL8 4HR. Tel: 01204 881234
 customerservice@commarcarpets.co.uk



Consumer (if applicable)

Contact Name: MR DANIEL HART
 Address Line 1: 41 BREER STREET
 Address Line 2: FULHAM
 Address Line 3: LONDON
 Postcode: SW6 3HE
 Tel (Home):
 Tel (Work): e-mail daniel hart sydney 07478 hart@gmail.com
 Tel (Mobile): 07785-254831
 Occupants at address: Adults: 2 Children: - Pets: -
 Vacuum Type: (Upright/Cylinder) Vacuum Age: 2 Yrs
 Price paid for carpet: (inc. Fitting and underlay) Yes/No: £4755

Store (Only to be completed where different to account)

Company Name: MR CARPET LTD
 Address Line 1: 301 MUNSTER ROAD
 Address Line 2: FULHAM
 Address Line 3: LONDON
 Postcode: SW6 6BJ
 Contact Name: JOHN MARTIN
 Tel: 020 7385-6800
 Fax:
 Ac MIS 001

Account

Company Name: MR CARPET LTD
 Address Line 1: UNIT 33
 Address Line 2: RIVERSIDE ROAD
 Address Line 3: LONDON
 Postcode: SW17 0BA
 A/c Code: MIS 001
 Tel: 020-8979-0485
 Fax: 020-8947-5432
 Contact name: DAVID GUYAN
 e mail address: head office @ mr-carpet.co.uk

Date complaint form sent:

Installation (if applicable)

Date Fitted: 29/9/2016 NB This date must be supplied to avoid delay
 New underlay? Yes/No: Yes/No Underlay Type: 4202 FELT
 Method of fitting: SMOOTHBOGE (STRET)
 Type of floor: WOOD
 Room(s) carpet fitted: SLEEPING + BARS
 Was advice given on shading at point of sale? Yes/No: Yes/No Was advice given on flattening at point of sale? Yes/No: Yes/No
 Was advice given on colour-matching at point of sale? Yes/No: Yes/No Has the carpet been cleaned or treated since installation? Yes/No: Yes/No

| Carpet Details (for each piece) | Ref. Range & Colour | Length | Width | Backing | Comar Ord/Inv No | Customer P/Order Ref |
|---------------------------------|---------------------|--------|--------|---------|------------------|----------------------|
| HOME COUNTRIES WEATHER 50 | 25-00 4M | Q55781 | F25006 | | | |
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PLEASE ENTER FAULT DETAILS BELOW
 Carpet's in top floor rooms have moth infestation (Please see attached photos)

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