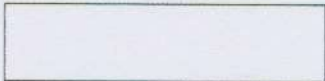




PRODUCT COMPLAINT FORM



Date: 22/03/18

PLEASE COMPLETE AND RETURN TO:

Relay Park
Relay Drive
Tamworth, Staffordshire
B77 5PR
Tel: 01827 831496
Fax: 01827 831451

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 LTD
301 MUNSTER ROAD
FULHAM
LONDON SW6 6BJ
Tel: 020 7385 6800
Contact: JOHN MCARTHUR
Email: john.mcarthur@mr-carpet.co.uk
Account Number: 8732
Invoice Number: 2435019

Consumer Name and Address
MRS RUTH STANNARD
1 PARKHILL
HARPENDEN
AL5 3AT
Home Tel:
Mobile: 07961-489857
Email: ruthcstannard@gmail.com
Invoice Date: 02/05/2017

ABOUT THE CARPET

Quality: NATURAL SHADES
Colour: MUD
Size: 22-55 x 4MTR (500TS)
No of Pets: 0
No of Adults: 2
No of Children: 2 (Toddler & Baby)

Location in House: RECEPTION, STAIRS/LOGS + 3 BEDROOMS
Date Fitted: 18/07/2017
Type of underlay: 420Z FELT UNDERLAY
Sub Floor: WOOD
Method of Fitting: STRETCH | SMOOTHENED
Vacuum Cleaner Type: CYLINDER DYSON

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 [checked] No []

Retailers Inspection Report:
We installed the above carpet less than a year ago. Upon inspection the carpet is badly pilling throughout the house, with less than normal wear.

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 matt.williams@hfdtamworth.com