

13 August 2021

Mr Carpets  
301 Munster Road  
Fulham  
London  
SW6 6BJ

For the attention of John McArthur

Dear John

**Complaint Number 83616 – Rhonda Hughes**

I am writing further to your complaint notification and photographs supplied regarding a quantity of our Barbican, colour Wheat supplied to your above mentioned customer.

The complaint reported is one of a line fault within the carpet.

We can clearly see the line fault in the photographs supplied, which appears to be a defect in the manufacture of the goods.

Therefore, in view of this, we are either prepared to offer a replacement for the goods, or we are prepared to offer an allowance of 40% off the invoice value for the goods in question, should the customer wish to keep in situ.

Please confirm which is the preferred option, so the necessary action may be taken.

We shall await to hear from you in due course.

However, if there are any further questions or if I can be of any further assistance, please don't hesitate to contact me.

Yours faithfully



Marie York