

**PRODUCT COMPLAINT FORM**

Date: 18/12/23

**PLEASE COMPLETE AND RETURN TO:**

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

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 (London) Ltd  
 301 Munster Road  
 London  
 SW6 6BJ  
 Tel: 020-7381-1989  
 Contact: Jack  
 Email: jackbarton@mrcarpetlondon.co.uk  
 Account Number: 382  
 Invoice Number: \_\_\_\_\_

**Consumer Name and Address**  
 Emily Cooledge  
 20 Bernard Gardens  
 London  
 SW19 7BE  
 Home Tel: \_\_\_\_\_  
 Mobile: 07803-707568  
 Email: \_\_\_\_\_  
 Invoice Date: \_\_\_\_\_

**ABOUT THE CARPET**

Quality: Primrose Hill  
 Colour: Bone China  
 Size: 5.90 x 5.00m  
 No of Pets: N/A  
 No of Adults: 2 +  
 No of Children: N/A

Location in House: 1st Floor Front Bedroom  
 Date Fitted: 14/12/23  
 Type of underlay: 10mm PU Foam  
 Sub Floor: Timber  
 Method of Fitting: Traditional - Stretch Fit  
 Vacuum Cleaner Type: N/A

Has the carpet been cleaned since installation  Yes / No (Delete as appropriate)  
 If Yes, Date of Clean \_\_\_\_\_ Type of Clean \_\_\_\_\_

Images available (tick appropriate box)

Yes	No
<input checked="" type="checkbox"/>	<input type="checkbox"/>

**Retailers Inspection Report:**  
 Red spots on pile down one side of room. Room is oversize & had a filler to a bay window area. To replace the room we would require a 6.40 x 5.00m cut. The same (colour matching) carpet is laid to the remainder of the 1st floor areas, a replacement would need to match.

In your opinion, can this complaint be settled with an allowance?  Yes / No  
 If Yes, Suggested Allowance \_\_\_\_\_

Completed complaint forms must be accompanied with images of the fault.  
 Please email to [marie.york@hfdtamworth.com](mailto:marie.york@hfdtamworth.com)