

**ORDER P26163**

Mr Darren Teasdale  
15 Clockhouse Place

LONDON  
SW15 2EL

Home: N/P  
Mobile: 07768-281291

Customer's ref: None

**Delivery Address:**

15 Clockhouse Place  
Off Lytton Grove  
LONDON  
SW15 2EL

Office: N/P  
Fax:

Order Date: 14/03/2015

Mike

26/3 - 2nd Call

Approx 1-3pm

Ring on Way

Re-stretch

7/5 - 1st Call

By Sam

ADVISED COST  
IN VOICEMAIL

**Order Confirmation**

Subject to Terms And Conditions overleaf - please check all details and advise of any discrepancies immediately.

**2 Bedrooms**

To supply Reed 'Clearance', 100% Synthetic carpeting, 5 metre wide, Colour: 848  
Luxury PU foam underlay & Paperfelt Interliner to be laid beneath,  
Fitting to same, re-using existing gripperod fixings,  
Existing doorbar to Bathroom & wooden thresholds to Hallway to remain,  
Move furniture as necessary (**customer to remove all small items & personal belongings from areas, empty chests of drawers & clear any units that will need to be moved**),  
uplift & dispose of existing carpets & underlay

**Please Note**

The fitters do not trim doors, therefore please ensure all doors are trimmed to the correct height prior to the installation.

**Fitting Date**

Thursday 26<sup>th</sup> March 2015 (PM)

**£391.50 Deposit paid by VISA on 14/3/15**

**£391.50 Balance payment due on or before 1<sup>st</sup> day of installation or 1 month after order placed if the installation is delayed at the customer's request.**

LEFT VOICEMAIL - 12:54 - 1/4/15 + 16:00 - 9/4

8/4 BEEN AWAY, OUT & ABOUT - NEED STRETCHING - EARLY MORN? - CALL BACK TO ADVISE TIME/DATE

LEFT VOICEMAIL 14:20 - 17/4 - "TO BOOK IN DATE ON RETURN CALL"

Net Order Value	652.50
VAT at 20%	130.50
Total Order Value	<u><u>£783.00</u></u>

**Fitter:****Job Worksheet - P26163****Fitting Address**Teasdale  
15 Clockhouse Place  
Off Lytton Grove  
LONDON

SW15 2EL

Balance o/s

£391.50

**Phone Numbers:**

Home: N/P

Office: N/P

Other: 07768-281291

26/3 (pm) RING ON WAY. Re-Use ex s/e &amp; D/Bars

See Cutting Plan: 2 Bedrooms. Cust. to empty W/Ro be &amp; bookcase

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**SHOP COPY ONLY**

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<b>Product</b>	<b>Colour</b>	<b>Fitter's Claim</b>	<b>Length</b>	<b>Width</b>
A1/P Reed Loop	848		4.25	5.00
A1/P Reed Loop	848		2.75	5.00
Homemaker LUXURY PU Foam U/	N/A		24.00	1.00
Padfelt Underlay M2	N/A		24.00	1.00
Smoothedge Wood Pin 5' Length	N/A		5.00	1.00
Spray Adhesive - 1 Can	N/A		1.00	1.00
Fitting Carpet Standard Rate	N/A	70.00	35.00	1.00
Move Furniture	N/A	40.00	4.00	1.00
Uplift and Dispose	N/A	18.00	24.00	1.00
		<b>£128.00</b>		

Customer:

**Teasdale**

Fitting address:

**15 Clockhouse Place  
LONDON, SW15 2EL**

**Off Lytton Grove**

Home 'phone Nr:    Mobile/other 'phone Nr:    Office 'phone Nr:  
N/P                    07768-281291                    N/P

Contact: **As customer details**

Instructions:

**7/5- 1st Call= BEFORE HEADING TO W/H (be on site before 8am)- stretch bedroom as necessary**

Comments re Fitting:

**See Cutting Plan: 2 Bedrooms. Cust. to empty W/Robe & bookcase**

**Product & Colour**

**Fitter's claim    Length/Quantity    Width**

**WARRANTY CALL - N/A**

**1.00**

Left VOICEMAIL    RE: BALANCE    17:47 - 7/5/15  
14:29 - 8/5/15

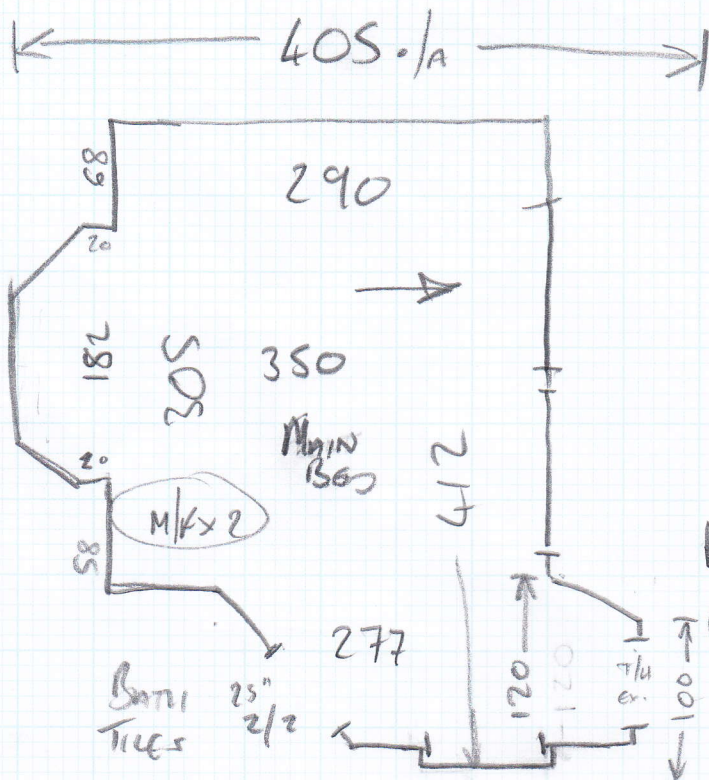
Job No: P26163  
Name: Teasdale

Address:

Tel:

Sheet:

1 of 1



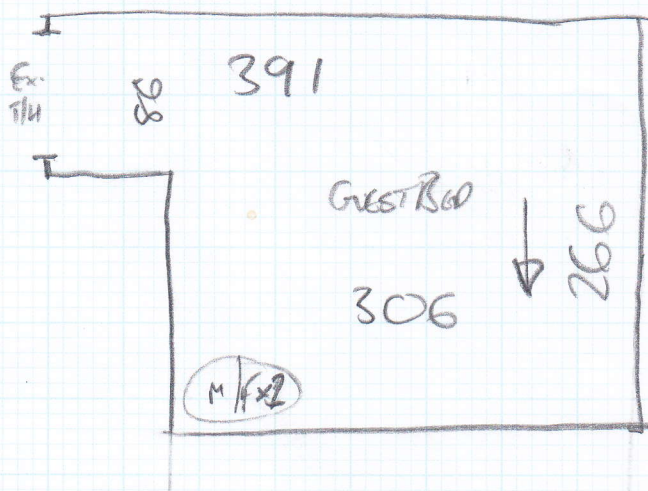
Reed loop - 848

Main 425 x 500

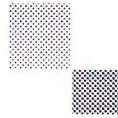
Guest 275 x 500

700 x 500

= 35m<sup>2</sup>



Fit 2413 - (pm)  
Mike



mrcarpets  
DESIGNS FOR FLOORS

Mr Darren Teasdale  
15 Clockhouse Place  
London  
SW15 2EL

70 Lower Richmond Road  
Putney, London  
SW15 1LL

Tel Nr: 020-8789-3133  
Fax Nr: 020-8780-2140

5<sup>th</sup> February 2015

Quotation

2 Bedrooms

To supply Reed 'Clearance', 100% Synthetic carpeting,  
5 metre wide, Colour: 848 @ £9.00m<sup>2</sup> (Originally £20.00m<sup>2</sup>),

42oz Felt underlay & Paperfelt Interliner to be laid beneath,  
Fitting to same, re-using existing gripperod fixings,

Existing doorbar to Bathroom & wooden thresholds to Hallway to remain,

Move furniture as necessary (**customer to remove all small items & personal belongings from areas, empty chests of drawers & clear any units that will need to be moved**),

Price for uplift & disposal of existing materials shown separately below.

Normal Retail Price

£ 1,054.30

Less Promotional Discount

-£ 385.30

Discount Price (Valid to end of current month)

£ 669.00 ✓

OPTIONS

Add uplift & dispose of existing carpets & underlay

+ £60.00 ✓

Change underlay to PU Foam

+ £24.00 ✗

Change underlay to Luxury PU Foam

+ £54.00 ✓

All prices include VAT @ 20%

Total = £ 783.00

Please Note

Our fitters do not trim doors, therefore please ensure that all doors have sufficient clearance for your chosen carpet & underlay prior to the installation.

Payment terms

50% Deposit payable with order & balance due on or before 1<sup>st</sup> day of installation (or 1 month after order placed if the fitting is delayed at customer's request).

Order subject to terms & conditions printed overleaf.

£391.50  
Paid by Visa  
on 14/3/15

Mr Darren Teasdale  
15 Clockhouse Place  
London  
SW15 2EL

70 Lower Richmond Road  
Putney, London  
SW15 1LL

Tel Nr: 020-8789-3133  
Fax Nr: 020-8780-2140

5<sup>th</sup> February 2015

Dear Darren,

Further to our site survey, please find attached our quotation to supply and lay carpets at the above address.

Should you have any queries please do not hesitate to call us on the above number or call into the showroom where we will be happy to discuss any aspect of the quotation with you further.

We trust the attached quotation meets with your approval and look forward to receiving your further instructions in due course.

Yours sincerely

Jack Barton

**Payment terms**

50% Deposit payable with order & balance due on or before 1<sup>st</sup> day of installation (or 1 month after order placed if the fitting is delayed at customer's request).

# Cost Sheet

Customer Name					
<b>Mr Darren Teasdale</b>					
Invoice address					
<b>15 Clockhouse Place, SW15 2EL</b>					
Site Address					
Home No.		Fax No.	email:		
			<a href="mailto:darren_teasdale@yahoo.com">darren_teasdale@yahoo.com</a>		
Work No.		Mobile No.			
		<b>07768-281291</b>			
Areas to be done					
<b>2 Bedrooms</b>					
QUALITY & COLOUR		QUANTITY	UNIT PRICE	TOTAL	BREAKDOWN
Reed 'Clearance' - 848		0.00	£0.00	£0.00	
7.00 x 5.00m		35.00	£20.00	£700.00	<b>CARPETS</b>
PR3472 - Reserved 3/2/15		0.00	£0.00	£0.00	<b>£700.00</b>
Quality & Colour		0.00	£0.00	£0.00	
<b>ANCILLARIES</b>					
<del>42oz FELT UNDERLAY</del>		24.00	£5.25	£126.00	
8mm PU FOAM U/LAY			£6.25	£0.00	
10mm PU FOAM U/LAY			£7.50	£0.00	
LUXIFELT COMBINATION U/LAY			£7.95	£0.00	
3 DIMENSIONS CRUMB RUBBER U/LAY (DURAFIT)			£7.95	£0.00	
LOW TOG UNDERLAY (0.8 tog)			£8.25	£0.00	
PAPERFELT INTERLINER		24.00	£0.70	£16.80	
WOOD SMOOTHEDGE (5' length)			£1.75	£0.00	
CONCRETE SMOOTHEDGE (5' length)			£1.75	£0.00	
NO PIN SMOOTHEDGE (5' length)			£1.75	£0.00	
ALI D/NAP (3' length)			£7.50	£0.00	
ALI S/NAP (3' length)			£7.50	£0.00	
ALI ZIG ZAG (3' length)			£7.50	£0.00	
ALI SQUARE EDGE (3' length)			£7.50	£0.00	
ANOD D/NAP (3' length)			£7.50	£0.00	
ANOD S/NAP (3' length)			£7.50	£0.00	
ANOD ZIG ZAG (3' length)			£7.50	£0.00	
POLISHED ALI D/NAP (900mm length)			£25.00	£0.00	<b>ANCILLARIES</b>
POLISHED ALI S/NAP (900mm length)			£25.00	£0.00	<b>£142.80</b>
POLISHED ALI T/EDGE (900mm length)			£25.00	£0.00	
SATIN ALI D/NAP (900mm length)			£25.00	£0.00	
SATIN ALI S/NAP (900mm length)			£25.00	£0.00	
SATIN ALI T/EDGE (900mm length)			£25.00	£0.00	
BRASS D/NAP - CAT FELINE 2 (3' length)			£30.00	£0.00	
BRASS S/NAP (3' length)			£20.00	£0.00	
BRASS TIBER / TILE EDGE (3' length)			£30.00	£0.00	
BRASS COVERPLATE (3' length)			£20.00	£0.00	
CHROME DOUBLE (3' length)			£45.00	£0.00	
CHROME SINGLE (3' length)			£30.00	£0.00	
CHROME TIMBER / TILE EDGE (3' length)			£45.00	£0.00	
NI-SHEEN DOUBLE (3' length)			£45.00	£0.00	
NI-SHEEN SINGLE (3' length)			£30.00	£0.00	
NI-SHEEN TIMBER / TILE EDGE(3' length)			£45.00	£0.00	
GRIPPER ADHESIVE (Fast Set)		0.00	£8.95	£0.00	
SPRAY ADHESIVE (Can)			£5.50	£0.00	
COIR MATTING - NATURAL			£35.00	£0.00	
MISC (Enter cost x 1.75)			£0.00	£0.00	
MISC (Enter cost x 1.75)			£0.00	£0.00	
<b>FITTING</b>					
£70.00	FITTING CARPET STANDARD RATE	35.00	£4.50	£157.50	
£0.00	MIN CHARGE (Coir = 1/2 / Room = 1 / Flight stairs= 2)		£60.00	£0.00	
£30.00	LABOUR MOVE FURNITURE (Normal = 1 / Heavy = 2)		£18.00	£54.00	
£0.00	STICK SMOOTHEDGE	0.00	£1.50	£0.00	
£0.00	SEAMING (Enter lin mtrs)		£5.00	£0.00	
£0.00	SEAM DOORWAYS (Enter No. of doorways)		£7.00	£0.00	
£0.00	FIT DOORMAT (As part of larger job)		£17.50	£0.00	
£0.00	PORTERAGE (1 Unit = 1 hour labour)		£27.50	£0.00	
£0.00	STAIR PREMIUM STANDARD (15 Strs/ 3 winders & 1 B/N)		£60.00	£0.00	
£0.00	WINDER BONUS (Over 3 winders / per winder)		£6.00	£0.00	
£0.00	RUNNERS CUT DOWN AT WAREHOUSE (Per job)		£18.00	£0.00	<b>FITTING</b>
£0.00	RUNNERS FITTING CHARGE (Per visit / staircase)		£80.00	£0.00	<b>£211.50</b>
£0.00	RUNNERS TEMPLATE ON SITE (Per item)		£9.00	£0.00	
£0.00	RUNNERS RETURN VISIT (Per visit / Max 3 items)		£55.00	£0.00	
£0.00	FIT STAIRRODS (Each)		£5.00	£0.00	
£0.00	ADAPTION / REMEDIAL WORK (Enter cost x 1.75)		£0.00	£0.00	
£0.00	DELIVERY CHARGE (Per visit)		£25.00	£0.00	
£0.00	PARKING (Enter No. of hours & Hourly Rate x 1.75)	0.00	£3.50	£0.00	
£0.00	CONGESTION CHARGE (Per day)		£17.50	£0.00	
£0.00	LABOUR ADDITIONAL (Enter cost x 1.75)		£0.00	£0.00	
£0.00	LABOUR ADDITIONAL (Enter cost x 1.75)		£0.00	£0.00	
<b>£100.00</b>	<b>FITTING MONEY (without uplift)</b>		<b>SUB TOTAL</b>	<b>£1,054.30</b>	
	<b>DISCOUNT</b>	<b>35.00</b>	<b>£11.00</b>	<b>£385.00</b>	
			<b>TOTAL</b>	<b>£669.30</b>	
<b>£18.00</b>	<b>UPLIFT &amp; DISPOSE (IF Required)</b>	<b>24.00</b>	<b>£2.50</b>	<b>£60.00</b>	
£0.00	EASYSHIM (6mm)		£20.00	£0.00	
£0.00	EASYSHIM SIDE SHIMS (6mm)	0.00	£5.00	£0.00	
<b>£118.00</b>	<b>TOTAL FITTING MONEY (with uplift &amp; Easyshims)</b>		<b>TOTAL</b>	<b>£729.30</b>	

Teasdale at 15 Clockhouse Place

Date of Measure: Thu, 29 Jan 15

At: 10-11am

Site Address:

15 Clockhouse Place

Customer Address:

15 Clockhouse Place

LONDON

SW15 2EL

LONDON

SW15 2EL

Mobile	Home	Office
07768-281291		

Email: darren\_teasdale@yahoo.com

Areas to be done and Description of Measure

2 Bedrooms for Reed '848'. Approx 8' x 9' & 12' x 10' (6.40 x 4.00m reserved on PR3461)

*CANCELLED (TOO SMALL)*

*7.00 x 5.00m - PR 3472*

Instructions and Estimators comments

Quote 42oz felt + foam options.

MustRead

TAKE CARPET & UNDERLAY LARGE SAMPLES

## Teasdale at 15 Clockhouse Place

Date of Measure Thu, 29 Jan 15

At 10-11am

**Floor:** Wood / Concrete / other \_\_\_\_\_

**S/edge:** Wood/Concrete/No pin/existing (if existing, allow \_\_\_ sticks to supplement where necessary)

**Sticking Req'd:** Yes/No Type: Fastset/Other

**Underlay:** Re-use Existing / New required

**Type:** 42oz Felt / Fomalux / PU Foam / Luxury PU Foam / LowTog / Durafit

**Door bars:** Alloy / Satin Ali / Polished Ali / Anod / Solid Brass / Chrome / Nisheen Seam/Wood/T/Holds: colour \_\_\_\_\_

**Door Clearance:** OK / Low (advise on quote)

**Uplift:** No / Yes (if "Yes" - what type?) OPT + U / LAY

**Furniture:** No/Yes (if YES, please specify the following) - 1 man / 2 men (Fitter to get paid) £\_\_\_\_\_ total/per room

**Parking Cost:** Free / £\_\_\_\_\_ per hour

**Parking Restrictions:** (type) / £\_\_\_\_\_

**Congestion Zone:** No / Yes

**Access:** Easy / Hard / 2 men req'd / Ground floor?

**Runners:** Whipping / Binding (if binding, specify type)

**Tape size:** 1 1/2" / 2" / 3" / 5"

**Style:** Top taping / Side binding

**Stairrods:** Type \_\_\_\_\_ Nr \_\_\_\_\_ Size \_\_\_\_\_

**MustRead: TAKE CARPET & UNDERLAY LARGE SAMPLES**

## Putney Customer Inquiry

Enquiry taken by: JB

Date of Measure	Thursday 29/1/15	Time	10-11am
Customer Name	Mr Darren Teasdale	Estimator	Jack
Site Address		Customer Address (if Different)	
15 Clockhouse Place			
SW15 2EL		<b>TAKE LARGE SAMPLE &amp; LARGE FELT/FOAM UNDERLAY SAMPLES</b>	
Home No:		Work No:	
Mobile No: 07768-281291		Fax No:	
Site No:		Other:	
E-mail: Darren_teasdale@yahoo.com			

2 Bedrooms for Reed 'Clearance' – 848 (PR3461 6.40 x 4.00m reserved)

**Quote for 42oz Felt + show options on quote for PU Foam / Luxury PU Foam**  
**Quote for Standard Ali / Anod Brass + show appropriate options**

(8' x 9' + 12' x 10')

**Floor:** Wood / Concrete / other: \_\_\_\_\_

**Edge:** Wood / Concrete / No Pin / Existing  
 (if existing, allow \_\_\_\_\_ Sticks to supplement where necessary)

**Sticking req:** Yes / No (Type) Fastset/ Gripfill / PA5

**Underlay:** Re-use Existing / New required

**Type:** 42oz Felt / PU Foam / Luxury PU Foam  
 Fomalux / Low Tog / Durafit

**Doorbars:** Alloy / Anod / Solid Brass /  
 Polished Ali /Satin Ali / Chrome / Nisheen /  
 Seam / Wood T/Holds: Colour \_\_\_\_\_

**Door Clearance:** OK / Low (advise on quote)

**Uplift:** No / Yes (if yes, what type) \_\_\_\_\_

**Furniture:** No / Yes (if yes, please specify the following)  
 1 Man / 2 Men (Fitter to get paid) £ \_\_\_\_\_ Total / per room

**Parking Cost:** Free / £ \_\_\_\_\_ per Hour

**Parking Restrictions:** (Type) \_\_\_\_\_

**Access:** Easy / Hard / 2 Men Req / \_\_\_\_\_ Floor

**Runners:** Whipping / Binding (if binding specify type)

**Tape Size:** 1½" / 2" / 3" / 5"

**Style:** Top Taping / Side Binding

**Stairrods:** Type \_\_\_\_\_ No. \_\_\_\_\_ Size \_\_\_\_\_

**Other Comments :-**

**Putney Branch (Mr Carpet)**

**From:** Putney Branch (Mr Carpet) [putneybranch@mr-carpet.co.uk]  
**Sent:** 05 February 2015 16:38  
**To:** 'darren\_teadale@yahoo.com'  
**Subject:** Mr Carpet - Quotation

**Attachments:** Teasdale.pdf



Teasdale.pdf  
(25 KB)

Dear Darren,

Please find our quotation attached for your 2 Bedrooms.

I have reserved sufficient stock of the carpet to fulfill your requirements, this reservation can only be held for a limited period, as such please let me know as soon as possible if you would like to proceed with an order.

If you have any further queries please do not hesitate to contact me on the details listed below.

Best Regards,

Jack

Jack Barton  
Sales Consultant  
Mr Carpet Ltd  
70 Lower Richmond Road  
Putney  
SW15 1LL  
T: 020 8789 3133  
F: 020 8780 2140  
E: putneybranch@mr-carpet.co.uk

Please consider the environment before printing this

\*\*\* MERCHANT COPY \*\*\*

MR CARPET-PUTNEY  
70 LOWER RICHMOND ROA  
SW15 1LL  
THANK YOU

16:43:35 16/05/15

Receipt 4355

MID: 04062222 TID: 27712848

Visa Credit  
4129831163583657

Issue 05  
R0000000031010 CHIP  
Exp 09/16 Start 07/13  
SALE £200.00

PIN VERIFIED  
APPROVED

AUTH CODE: 045400  
AC76F5136BDD0BD2 TC  
S:5

Please debit my account  
with the total amount  
PLEASE RETAIN RECEIPT

\*\*\* MERCHANT COPY \*\*\*

MR CARPET-PUTNEY  
70 LOWER RICHMOND ROA  
SW15 1LL  
THANK YOU

16:03:06 14/03/15

Receipt 4197

MID: 04062222 TID: 27712848

VISA  
4129831163583657

CUSTOMER NOT PRESENT KEVED  
Exp 09/16

SALE £391.50

DATA MATCHED  
APPROVED

AUTH CODE: 005331  
S:5

Please debit my account  
with the total amount  
PLEASE RETAIN RECEIPT

## Mr Carpet (Putney Branch)

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**From:** Jack Barton (Mr Carpet) [jackbarton@mr-carpet.co.uk]  
**Sent:** 24 July 2015 19:01  
**To:** 'DG Work'  
**Subject:** RE: Daren Teasdale

**Attachments:** Teasdale.doc; Teasdale.Xls; Teasdale.doc



Teasdale.doc  
(229 KB)



Teasdale.Xls  
(34 KB)



Teasdale.doc  
(47 KB)

Evening Dave,

Estimate, cost sheets & initial measure sheet attached, if you can grab his measure sheet off the database it is also shown on there that I took a large sample of the carpet to site as well as our underlay swatch (18" x 9" samples).

During the visit I put the swatch on the floor & directed him to put the underlays beneath the carpet & stand on each option to feel how they would be underfoot, he favoured the extra comfort of the foams.

The quote was sent based on the 42oz Felt & options for PU Foam & Luxury PU Foam, this reflected his feelings during both his initial visit to the showroom & the site survey.

He selected the Luxury PU Foam when he placed his order with Nigel.

At no point prior to the installation had he mentioned wanting a 'firmer' feel underfoot.

Jack

-----Original Message-----

**From:** DG Work [mailto:davidguyan@mr-carpet.co.uk]  
**Sent:** 24 July 2015 17:49  
**To:** Jack Barton  
**Subject:** Daren Teasdale

Jack

Can you email me any cost sheets and estimates for Teasdale please. I need to reply to his defence. Also can you remember any conversations you had re underlay prior to ordering.

Thanks  
DG

Sent from my iPhone

## Putney Branch (Mr Carpet)

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**From:** Putney Branch (Mr Carpet) [putneybranch@mr-carpet.co.uk]

**Sent:** 03 June 2015 19:33

**To:** 'Darren Teasdale'

**Cc:** 'Head Office'

**Subject:** RE: Carpet inspection / Outstanding balance for P26163

Dear Darren,

After receiving your latest email I have spoken with my Head Office and they have instructed me to inform you that due to your continued refusal to settle, the now long overdue balance payment from the original installation, they are withdrawing their offer to replace the underlay free of charge with immediate effect & they will be placing the matter in the hands of our solicitors to recover your debt without entering into any further correspondence with you.

As this matter will now been passed over to our legal representatives, other than to settle the outstanding balance, please do not contact me (or any other Putney branch staff member) to discuss this any further as the matter it is now out of our hands.

I'm very sorry that we was unable to settle this matter amicably between us, as I do feel that given the circumstances our offer to replace the underlay free of charge was a fair & reasonable.

Kind regards

Nigel

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**From:** Darren Teasdale [mailto:darren\_teadale@yahoo.com]

**Sent:** 03 June 2015 15:23

**To:** Putney Branch (Mr Carpet)

**Subject:** Re: Carpet inspection / Outstanding balance for P26163

Hi Nigel

Could you confirm that the underlay you advise as a replacement will resolve the problem I have that the carpet is floaty and does not give the feel and support we discussed. As previously discussed with Jack.

That I want to feel a firm carpet underfoot and feel the carpet texture.

Could you also confirm dates the fitters would be available to rectify this defect.

I appreciate the offer of shared costs. I feel a figure of £50 would be more appropriate.

Would the fitters be supplying me with a receipt?

Kind regards

Darren Teasdale

Mob: 07768 281 291

Sent from iPhone

03/06/2015

## Putney Branch (Mr Carpet)

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**From:** David Guyan (Mr Carpet) [davidguyan@mr-carpet.co.uk]

**Sent:** 03 June 2015 16:53

**To:** 'Mr Carpet (Putney Branch)'

**Cc:** davidcooper@mr-carpet.co.uk

**Subject:** RE: Carpet inspection / Outstanding balance for P26163

Nigel

Spooky I was just typing you an email to say withdraw the offer if not paid by tomorrow as that is 2 weeks from your visit. He's pissed me off now. I was talking to Josh when he rang and it put me off the call.

SO

Please respond that our offer is withdrawn and I have asked David Cooper to hand this over to Thomas and he should have his 7 day letter by Friday this week and we will not enter into any further negotiations on this matter. If not paid in 7 days then we will be seeking our costs in addition to our balance.

David

Please issue a 7 day letter via Thomas Higgins immediately and we are not interested in any further contact now other than if he is mad enough to take the issue to court where we will defend our position.

Please advise when instructed and send summons as soon as possible if not paid within 7 days.

**PLEASE DO NOT DISCUSS THIS MATTER VIA EMAIL OR PERSONALLY WITH THIS PRATT AND IF HE COMES INTO THE SHOP OTHER THAN TO PAY HIS BALANCE ASK HIM TO LEAVE IMMEDIATELY. PLEASE ADVISE GEORGE & JACK.**

DG



Unit 32 Stadium Studios  
Riverside Road  
London  
SW17 0BA  
T: 020 8879 0485  
F: 020 8947 5432  
E: davidguyan@mr-carpet.co.uk  
[WWW.mr-carpet.co.uk](http://WWW.mr-carpet.co.uk)

## Putney Branch (Mr Carpet)

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**From:** Putney Branch (Mr Carpet) [putneybranch@mr-carpet.co.uk]

**Sent:** 02 June 2015 16:06

**To:** 'Darren Teasdale'

**Subject:** RE: Carpet inspection / Outstanding balance for P26163

Hi Darren,

If you just want to do the Master Bedroom the labour cost would be £70.00 (payable directly to the fitters)

Kind regards

Nigel

---

**From:** Darren Teasdale [mailto:darren\_teadale@yahoo.com]

**Sent:** 02 June 2015 08:17

**To:** Putney Branch (Mr Carpet)

**Subject:** Re: Carpet inspection / Outstanding balance for P26163

Hi Nigel.

As mentioned. The problem is with the carpet in the master bedroom so I feel it's inappropriate to replace the underlay in the guest room.

Accordingly could you advise the labour cost for the master bedroom only.

Kind regards

Darren Teasdale

Mob: 07768 281 291

Sent from iPhone

**Putney Branch (Mr Carpet)**

---

**From:** Putney Branch (Mr Carpet) [putneybranch@mr-carpet.co.uk]  
**Sent:** 01 June 2015 15:10  
**To:** 'Darren Teasdale'  
**Cc:** 'Head Office'  
**Subject:** RE: Carpet inspection / Outstanding balance for P26163

Hi Darren,

The price quoted covers both rooms.

Our fitters aren't paid by the hour, they get paid for the work they do rather than how long the job takes

The underlay is 42oz Felt (as stated in my previous email below) and yes this does have a firmer feel underfoot.

I note that your balance payment is still outstanding. Once again I respectfully request that you settle the outstanding balance of £191.50 without further delay as continued non payment of this sum may result in our Head Office withdrawing their offer.

Kind regards  
Nigel

---

**From:** Darren Teasdale [mailto:darren\_t teasdale@yahoo.com]  
**Sent:** 01 June 2015 07:21  
**To:** Putney Branch (Mr Carpet)  
**Subject:** Re: Carpet inspection / Outstanding balance for P26163

Hi Nigel.

Is this for the replacement of the underlay in both rooms or just the main bedroom.

What is the fitters hourly rate?

What type of underlay is being fitted and will that make the carpet firmer under foot?

Kind regards  
Darren Teasdale  
Mob: 07768 281 291

Sent from iPhone

## Putney Branch (Mr Carpet)

---

**From:** David Guyan (Mr Carpet) [davidguyan@mr-carpet.co.uk]

**Sent:** 27 May 2015 09:16

**To:** 'Putney Branch (Mr Carpet)'; 'Darren Teasdale'

**Cc:** 'Head Office'

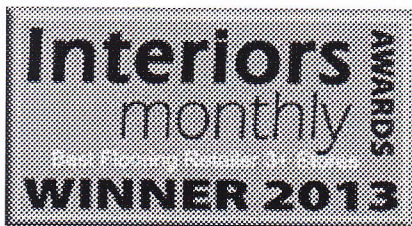
**Subject:** RE: Carpet inspection / Outstanding balance for P26163

Alison

Please send an overdue statement this FRIDAY 29th May and if not paid by next Wednesday 3rd June then a Thomas Higgins immediately. NO FAIL and no negotiations.

Thanks

DG



Unit 32 Stadium Studios

Riverside Road

London

SW17 0BA

T: 020 8879 0485

F: 020 8947 5432

E: davidguyan@mr-carpet.co.uk

[WWW.mr-carpet.co.uk](http://WWW.mr-carpet.co.uk)

**Putney Branch (Mr Carpet)**

---

**From:** Putney Branch (Mr Carpet) [putneybranch@mr-carpet.co.uk]

**Sent:** 26 May 2015 20:19

**To:** 'Darren Teasdale'

**Cc:** 'Head Office'

**Subject:** RE: Carpet inspection / Outstanding balance for P26163

Hi Darren,

Further to our meeting last Thursday I have now had a chance to discuss your order with my MD at some length and would like to confirm the following:-

1. The carpet & underlay installed by us on 26th March are the correct quality & colour that you ordered and they match those detailed in both our quotation dated 5th Feb & our Order Confirmation dated 14th March.
2. In my professional opinion of some 33 years, I believe the carpets to be fitted extremely well & following the successfully re-stretching carried out on 7th May I believe them to be adequately stretched fitted tightly around the edges.
3. Regarding your dislike of the 'soft feel' of the 'Luxury PU Foam' underlay that has been installed, I have spoken with 'Jack' & his recollection is that this was your preferred choice from the range of samples he presented to you when he met with you at your home on 29th January and it was also the underlay that you specified when placing your order from the options offered in our quotation.

In light of the above I cannot agree that there are any grounds for you to continue to hold back the remainder of the final payment that was due upon completion of the installation on 26th March & I therefore respectfully request that you settle the outstanding balance of £191.50 without further delay.

However, as the underlay you selected does not provide you with the desired feel that you would ideally prefer, as a gesture of goodwill and 'WITHOUT PREJUDICE' we would be prepared to send the fitters back to lift the carpets & replace the Luxury PU Foam underlay with 42oz Felt providing that you pay the additional labour cost. In order to keep this additional labour cost to a minimum we would have no objection to you paying the fitters directly & if this were the case we estimate the additional cost would be in the region of £120.00. This offer is conditional on the final payment being received without further delay and we would require your acceptance to pay the additional labour charge directly to the fitters upon completion in writing before a re-fitting date could be scheduled. If you would prefer to have Luxifelt crumb rubber / combination underlay installed instead of the 42oz felt underlay we would ask you to pay the difference in price between these 2 underlay which for the 2 bedrooms would work out at an additional £64.80 (This amount would be payable to Mr Carpet Ltd in advance of the re-fitting).

I confirm that this is our final offer and I hope this will enable us to settle this matter amicably between us.

Kind regards

Nigel

Mr Carpet Ltd  
70 Lower Richmond Road  
Putney  
SW15 1LL  
T: 020 8789 3133  
F: 020 8780 2140  
E: [putneybranch@mr-carpet.co.uk](mailto:putneybranch@mr-carpet.co.uk)

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26/05/2015

**Putney Branch (Mr Carpet)**

---

**From:** Putney Branch (Mr Carpet) [putneybranch@mr-carpet.co.uk]

**Sent:** 16 May 2015 17:41

**To:** 'davidguyan@mr-carpet.co.uk'; 'Head Office'

**Subject:** FW: P26163 - Outstanding Payment (£391.50)

DG & H/O,

Customer came in at 16:35 on Saturday 16/5/15, he has paid £200 of his remaining balance (more than half of the total remaining, better than nothing).

He is keen for someone to go round & 'experience' the carpet & underlay for themselves as he gets a sensation of the carpet 'floating' above the underlay.

**He admitted that perhaps it's something he's just not used to - the previous carpet was completely flat & the remaining areas in the property are wood & tiles.**

He went on to say that he has already organised for one of his colleagues to go & have a look as they work in residential fit-outs.

He mentioned small claims courts & high court as some manner of threat if he's still not happy after our visit.

I've now told him in person that:

1. there is nothing wrong with the carpet or underlay as we've fitted many m<sup>2</sup> of it without issue
2. we have fulfilled the requirements of the order itself
3. we have returned to the property & remedied the issue he brought to our attention (re-stretch loose area)
4. we have outlined any available guarantees
5. I would report to Head Office
6. **I will get back to him to confirm a visit on Thursday 21st May (am) - before 1pm as he has to leave**

I will discuss this with Nigel on his return on Monday morning & likely contact DG for his input.

***Personally I feel that even if we do entertain a visit & advise him what we've already told him (once again), he will remain unhappy & won't pay the balance - BUT you never know!***

Jack

## Putney Branch (Mr Carpet)

---

**From:** Putney Branch (Mr Carpet) [putneybranch@mr-carpet.co.uk]

**Sent:** 16 May 2015 09:30

**To:** 'Darren Teasdale'

**Subject:** RE: P26163 - Outstanding Payment (£391.50)

Hi Darren,

Apologies - we've had some major computer issues over the last few days & some email's seem to have disappeared in the process of restoring the system!

Mr Carpet's guarantee (i.e. the fitting guarantee) is 12 months from the date of installation - 26th March 2016

The Manufacturer's guarantee is 2 years from the date of installation - 26th March 2017

We have fitted thousands of m<sup>2</sup> of this carpet with no issue whatsoever, likewise the underlay, we have returned & resolved your highlighted issues & will endeavour to rectify any further issue in line with the above guarantees if any were to arise.

I'll see you later on to settle the balance payment.

Best Regards,

Jack

Jack Barton

Sales Consultant

Mr Carpet Ltd

70 Lower Richmond Road

Putney

SW15 1LL

T: 020 8789 3133

F: 020 8780 2140

E: putneybranch@mr-carpet.co.uk



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---

**From:** Darren Teasdale [mailto:darren\_t teasdale@yahoo.com]

**Sent:** 16 May 2015 03:27

**To:** Mr Carpet (Putney Branch)

**Cc:** Head Office

**Subject:** Re: P26163 - Outstanding Payment (£391.50)

Hello Jack

I just about to get on the flight home.

I'm disappointed that I haven't received a reply to my last email.

Hopefully I will receive one before I land

16/05/2015

Kind regards  
Darren Teasdale  
Mob: 07768 281 291

Sent from iPhone

On 12 May 2015, at 22:53, Darren Teasdale <darren\_teasdale@yahoo.com> wrote:

Hello Jack.

Could you kindly confirm the expiry date of the guarantees issued by

- 1) Mr Carpet
- 2) Manufacturer

Appreciate I'm being rather structured. However, having had carpets fitted in 4 properties over the last 6 years this is the only carpet I have had problems with so want to ensure I am clear of methods of redress.

Whilst the fitting is better than originally I am far from satisfied and still feel.

- 1, I was not aware the carpet would stretch.
- 2, I have concerns about the underlay as it appears it has moved
- 3, concerned about the quality.

As mentioned I am away until the weekend so I will pop into the shop on Saturday.

Kind regards  
Darren Teasdale  
Mob: 07768 281 291

Sent from iPhone

**Mr Carpet (Putney Branch)**

---

**From:** Darren Teasdale [darren\_teasdale@yahoo.com]  
**Sent:** 12 May 2015 22:54  
**To:** Mr Carpet (Putney Branch)  
**Cc:** Head Office  
**Subject:** Re: P26163 - Outstanding Payment (£391.50)

Hello Jack.

Could you kindly confirm the expiry date of the guarantees issued by

- 1) Mr Carpet
- 2) Manufacturer

Appreciate I'm being rather structured. However, having had carpets fitted in 4 properties over the last 6 years this is the only carpet I have had problems with so want to ensure I am clear of methods of redress.

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- 1, I was not aware the carpet would stretch.
- 2, I have concerns about the underlay as it appears it has moved
- 3, concerned about the quality.

As mentioned I am away until the weekend so I will pop into the shop on Saturday.

Kind regards  
Darren Teasdale  
Mob: 07768 281 291

Sent from iPhone

On 12 May 2015, at 13:40, Mr Carpet (Putney Branch) <[putneybranch@mr-carpet.co.uk](mailto:putneybranch@mr-carpet.co.uk)> wrote:

Good morning Darren,

Apologies for not getting back to you yesterday but I was on a scheduled day off.

Good to hear that the fitters were able to re-stretch the carpet & remedy the underlay issue satisfactorily during their visit. Re-stretching a carpet post installation is quite commonplace within the first three months, this is mainly due to the adhesive in the backing of the carpet becoming more supple after being stored in a cold warehouse & then being fitted in to a warmer environment. Once the carpet has been re-stretched there is normally no need to repeat this process.

Regarding the warranty period; I can confirm that we are a member of the Carpet Foundation, as such we offer a 12 month installation guarantee & a 2 year manufacturers guarantee against manufacturing faults on the materials themselves.

I would like to reassure you that we are a bona fide company that have been trading in Putney for over 31 years & would seek to deal with any future issue that may arise in a timely & professional manner.

**Mr Carpet (Putney Branch)**

---

**From:** Mr Carpet (Putney Branch) [putneybranch@mr-carpet.co.uk]  
**Sent:** 12 May 2015 13:41  
**To:** 'darren\_teadale@yahoo.com'  
**Cc:** Head Office (headoffice@mr-carpet.co.uk)  
**Subject:** P26163 - Outstanding Payment (£391.50)

Good morning Darren,

Apologies for not getting back to you yesterday but I was on a scheduled day off.

Good to hear that the fitters were able to re-stretch the carpet & remedy the underlay issue satisfactorily during their visit. Re-stretching a carpet post installation is quite commonplace within the first three months, this is mainly due to the adhesive in the backing of the carpet becoming more supple after being stored in a cold warehouse & then being fitted in to a warmer environment. Once the carpet has been re-stretched there is normally no need to repeat this process.

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I would like to reassure you that we are a bona fide company that have been trading in Putney for over 31 years & would seek to deal with any future issue that may arise in a timely & professional manner.

If there is any way that you could settle the outstanding balance before Saturday I would be most grateful as the final payment was due on the day of installation (26th March 2015) & I am therefore under increasing pressure from my Head Office to bring this to a conclusion.

Kind Regards,

Jack

Mr Carpet Ltd  
70 Lower Richmond Road  
Putney  
SW15 1LL  
T: 020 8789 3133  
F: 020 8780 2140  
E: [putneybranch@mr-carpet.co.uk](mailto:putneybranch@mr-carpet.co.uk)  
[www.mr-carpet.co.uk](http://www.mr-carpet.co.uk)

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Jack Disasson

Tuesday

Ta.

**Putney Branch (Mr Carpet)**

**From:** Darren Teasdale [darren\_t teasdale@yahoo.com]

**Sent:** 11 May 2015 08:02

**To:** Mr Carpet (Putney Branch)

**Subject:** Re: Mr Carpet Order

Morning Jack.

The fitters arrived last Thursday and removed about 1/2 inch from around the edges of the carpet in both rooms.

Which means that the carpet was either fitted incorrectly in the first instance or has stretched significantly.

Additionally they also cut out part of the underlay as I was told that this had moved and was over the gripper rod. Again. I have to consider if this is poor workmanship or there is a wider issue.

I'm away until the weekend and will pop in on Saturday to discuss further.

Please advise what my resolve is should further problems arise and what you consider your period of liability for issues arising relating to

- 1) workmanship / poor fitting
- 2) quality of the product.

I look forward to your clarification of your view of your liability periods.

Kind regards

Darren Teasdale

Mob: 07768 281 291

Sent from iPhone

## Mr Carpet (Putney Branch)

---

**From:** Mr Carpet (Putney Branch) [putneybranch@mr-carpet.co.uk]  
**Sent:** 07 May 2015 17:53  
**To:** 'darren\_teadale@yahoo.com'  
**Subject:** Mr Carpet Order

Good Evening Darren,

I spoke with the fitter's earlier, they have confirmed that the issue with the carpet has been rectified this morning, I trust all is well & that you are happy to pay the balance.

If you could please give me a call on 020 8789 3133 to make the payment that would be great.

Best Regards,

Jack

Jack Barton  
Mr Carpet Ltd  
70 Lower Richmond Road  
Putney  
SW15 1LL  
T: 020 8789 3133  
F: 020 8780 2140  
E: [putneybranch@mr-carpet.co.uk](mailto:putneybranch@mr-carpet.co.uk)  
[www.mr-carpet.co.uk](http://www.mr-carpet.co.uk)

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## Mr Carpet (Putney Branch)

---

**From:** Mr Carpet (Putney Branch) [putneybranch@mr-carpet.co.uk]  
**Sent:** 20 April 2015 08:37  
**To:** 'darren\_teadale@yahoo.com'  
**Subject:** Mr Carpet

Good morning Darren,

I left you a voicemail message on Friday to schedule in our return & am just following that up.


We are of course keen to get back round so please give us a call on 020 8789 3133 or send a return email to discuss your availability & we can arrange a date.

Best Regards,

Jack

Jack Barton  
Mr Carpet Ltd  
70 Lower Richmond Road  
Putney  
SW15 1LL  
T: 020 8789 3133  
F: 020 8780 2140  
E: [jackbarton@mr-carpet.co.uk](mailto:jackbarton@mr-carpet.co.uk)  
[www.mr-carpet.co.uk](http://www.mr-carpet.co.uk)

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15 Clockhouse Place  
Lytton Grove  
Putney  
London. SW15 2EL  
15<sup>th</sup> April 2015

Ref: DRT / MRC – 201504a1

Mr Carpet Ltd  
70 Lower Richmond Road  
Putney  
London. SW15 1LL

**Re: Order reference P26163**

With regard to the above order I write to formally advise I am dissatisfied with the carpet installation, there is a defect, the carpet is not fitted tight and there is movement between the carpet and the underlay.

In a call with Jack from your office on 08<sup>th</sup> April 2015 I advised:

- The defect I have with the carpet in both bedrooms as fitted by your agents
- My availability for a fitter to attend to rectify said defect in week of 13<sup>th</sup> April 2015

During the call Jack advised:

- It is not uncommon for carpets to stretch after they are fitted
- Carpets warm up in the house as they are kept in a cold warehouse
- There is a 3 month window in which defects can be notified and rectified
- There is a need for Mr Carpet to pay the fitter
- He would get back to me with a date when the fitter could attend

After the call, Jack did call back, leaving a voicemail to advise the only day the fitter was available to come and rectify the defect was the day I advised I was not available.

On consideration of the current situation I am concerned about the quality of the installation.

- i. If it were expected that the carpet would stretch as they become acclimatised in a property, why was the carpet not delivered in advance of the installation to allow for this?
- ii. Why alternative available dates for the following weeks have not been advised?

I am also concerned about the focus on the 3month defect rectification window advised during the call as I would expect a reputable organisation to be focused on client satisfaction and not a period of time it has to complete defects. Additionally I would expect the guarantee for the product and fitting work to be concomitant with the expenditure and expected life span of the product.

As a result I would appreciate it if you would arrange for a fitter to attend and rectify the defect. Upon successful rectification I will be happy to settle the balance due; I wish this to happen as soon as is practicable as I would not want the carpet to suffer long term damage as a result of this defect.

Yours sincerely



DR Teasdale

Cc: Mr Carpet registered office.  
File.