

## David Guyan

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**From:** Nigel Symonds (Mr Carpet) [[nigelsymonds@mr-carpet.co.uk](mailto:nigelsymonds@mr-carpet.co.uk)]  
**Sent:** 26 March 2019 12:11  
**To:** [katie@lewisabbott.co.uk](mailto:katie@lewisabbott.co.uk)  
**Cc:** [putneybranch@mr-carpet.co.uk](mailto:putneybranch@mr-carpet.co.uk); 'David Guyan'; [headoffice@mr-carpet.co.uk](mailto:headoffice@mr-carpet.co.uk)  
**Subject:** Complaints form re: Our Order No. P27726 / Your Inv. No. 00377867

Hi Katie,  
Thanks for popping in earlier, it's always lovely to see you!

As discussed please find attached the completed complaints for the fading complaint we discussed.

Both carpets in the attached photo are Penzance – Silver Mist. The one on the right is what we laid to 3 beds & double Stairs / landings back in August 2017 (Our Order No. P27726 / Your Invoice No. 00377867) and the one on the left is what we laid in the 1<sup>st</sup> floor front bedroom in January this year (to replace a carpet that was damaged by a plumber) as you can see there is a considerable difference in the colour between the two carpets.

I visited the customer to inspect the complaint myself & took along a sample of the Silver Mist colour from our showroom swatch & I found this to be a very good match to the recently laid carpet in the front bedroom. I explained to the consumer that no manufacturer can guarantee a colour match between two carpets that have been purchased such a distance apart however as the new carpet bears no relation to the colour of the original carpet this has caused the client to realise just how much the original carpet has faded since it was laid in 2017 and this forms the basis of their complaint

Please can you arrange to have the carpet independently inspected to see if we can find a satisfactory resolution to this matter?

Best regards  
Nigel

Nigel Symonds  
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**From:** Helen [<mailto:helen@lewisabbott.co.uk>]  
**Sent:** 19 March 2019 12:35  
**To:** [putneybranch@mr-carpet.co.uk](mailto:putneybranch@mr-carpet.co.uk)  
**Subject:** complaints forms

Good afternoon,

26/03/2019

As per our conversation please see attached a complaints form.

Kind Regards,

Helen

**Helen Sellar**  
**Sales Team**  
LEWIS ABBOTT LTD  
020 7727 7880