

# Crucial Trading

PLEASE COMPLETE IN BLOCK CAPITALS AND RETURN TO:-

**CRUCIAL TRADING**  
**PO BOX 10469**  
**BIRMINGHAM**  
**WEST MIDLANDS**  
**B46 1WB**

Customer Service Direct Line No. 01675 432 003

**Retailer's Name & Address:**

MR CARPET LTD  
 32 Stadium Studios  
 SW17 0BA

Tel: 020 88793133 Acc No: 7355

**Consumer's Name & Address:**

MRS Harris (P27870)  
 Ashlone Road  
 SW15 1LS

Tel Daytime: (Inc Dialling Code) N/A

Tel Evening: (Inc Dialling Code)

MANUFACTURERS DO NOT NORMALLY ACCEPT WEAR COMPLAINTS ON STAIR CARPETS UNLESS THE MATERIAL HAS BEEN MOVED IN ACCORDANCE WITH B.S. 5325 (PARAGRAPH 4.4)

## FLOORCOVERINGS COMPLAINT FORM

DATE:

15/11/17

WE WOULD RESPECTFULLY POINT OUT THAT WE CANNOT AGREE TO DEAL WITH ANY ENQUIRY UNLESS THE MATERIAL HAS FIRST BEEN INSPECTED BY THE RETAILER.

**FLOORCOVERINGS DETAILS:**

ITEM No. 26265993 DATE 2/11

QUALITY: CT Plain Borders

DESIGN & COLOUR: LBWSB M/NITE

SIZE: 30.50 L x mtrs

DATE FITTED: N/A AREA: STAIR Runners

PROFESSIONAL: N/A DIY:

TYPE OF UNDERLAY: N/A TYPE OF SUBFLOOR: N/A

**METHOD OF FIXING**  Box

FULLY STUCK:  SMOOTHEDGE:   
 ADHESIVE:  LOOSELAID:  N/A  
 TACKED:  DOUBLE SIDED TAPE:  N/A

TYPE OF ADHESIVE USED:

No. OF ADULTS: N/A No. OF CHILDREN: N/A

ANY PETS: N/A

CLEANING DETAILS: N/A

WAS SUFFICIENT MATERIAL ALLOWED FOR AS PERIODIC SHIFT?  
 Yes  No   Box  
 HAS THIS BEEN DONE? Yes  No  N/A  N/A

**RETAILER'S INSPECTION REPORT:**

The Binding tape sent is not colour fast (See photo Attached) & therefore our Workshop cannot attach it to the Carpet for the stair runners.

Can this complaint be settled as an allowance? No

(N.B. All credits are restricted to material cost only)

Suggested Allowance: N/A

Retailer's Signature: [Signature]

Title: Manager Putney Branch

FULL DETAILS WILL ENABLE US TO SETTLE YOUR COMPLAINT WITH MINIMUM DELAY. THANK YOU.