

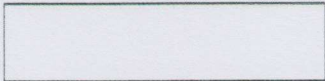


GEORGIAN CARPETS Stoddard

PLEASE COMPLETE AND RETURN TO:

Relay Park
Relay Drive
Tamworth, Staffordshire
B77 5PR
Tel: 01827 831496
Fax: 01827 831425

PRODUCT COMPLAINT FORM



Date: 14/11/17

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 LTD
70 LOWER RICHMOND ROAD
LONDON
SW15 1LL
Tel: 020 8789 3133
Contact: JACK BARTON
Email: JACKBARTON@MR-CARPET.CO.UK
Account Number: 2114
Invoice Number: 2500410

Consumer Name and Address
Mrs SUSAN TAYLOR
121 KENILWORTH COURT
LOWER RICHMOND ROAD
LONDON, SW15 1HA
Home Tel:
Mobile:
Email:
Invoice Date:

ABOUT THE CARPET

Quality: BERBER TRADITIONS
Colour: RIB DUSK
Size: 11.10m, 4.65m, 4.30m + 3.85m x 5.00m
No of Pets: N/A
No of Adults: N/A
No of Children: N/A

Location in House: SIMPO ROOM + 3 BEANCOMS
Date Fitted: 14/11/17
Type of underlay: PU FOAM
Sub Floor: TIMBER
Method of Fitting: STRETCH KIT ON CARPET
Vacuum Cleaner Type: N/A

Has the carpet been cleaned since installation
If Yes, Date of Clean

Yes / (No) (Delete as appropriate)
Type of Clean

Images available (tick appropriate box)

Yes No
[checked box] [empty box]

Retailers Inspection Report:

CARPET ORDERED (BERBER TRADITIONS - RIB DUSK) IS GREY - CARPET RECEIVED IS BROWN. ALL PAPERWORK + PACKAGING STATES "RIB DUSK" YET INCORRECT COLOUR RECEIVED *PLEASE SEND CORRECT CARPET ASAP* FITTER WAS BOOKED TO INSTALL 2 AREAS ON 14/11, CONSUMER SPOTTED ISSUE AFTER 1 AREA HAD BEEN FITTED (3.85 x 5.00m PIECE ONLY). ALL REMAINING PIECES NOT CUT. WE REQUIRE £133.37 FROM KINGSMEAD TO COVER FITTING COSTS.

In your opinion, can this complaint be settled with an allowance?
If Yes, Suggested Allowance

Completed complaint forms must be accompanied with images of the fault.

Please email to matt.williams@hfdtamworth.com