



# CUSTOMER SERVICE REPORT



Complaint Ref:	
Date Issued:	

### Account Details

Account No: WM2010  
 Name: ML CARPET LTD  
 Address: 32 STADIUM STUDIOS  
 Town: WIMBLEDON, LONDON  
 County:  
 Post Code: SW170BA

View Logistics, Park View Road East,  
 Hartlepool TS25 1HT

Telephone:	020 87893133
Facsimile:	CONTACT: JACK
Rep/Region:	BARTON

### Consumer Details

Name: MRS JULIA GRACEY  
 Address: 58 NORRIS ROAD  
 LONDON  
 Post Code: SW15 1PG  
 Telephone Home: 020 87895797  
 Telephone Work:

### Complaint Details:

Much Damage To Much Treated Carpet.  
 Customer Concerned It Will Spread Through  
 Entire House.  
 Currently Localised To 185cm x 120cm Area.

Our Order No:	Your Ref:	P28312
Delivery Note No:	Fitting Date:	6/12/18
Our Invoice No: 2185545		
Colour/Pattern: DURHAM TWIST 50 - CANNISH CREAM	Length:	185 x 120 from
Piece No:		2500 x 500 Width: 200

WE WOULD RESPECTFULLY POINT OUT THAT  
 THE MATERIAL MUST FIRST BE INSPECTED BY THE RETAILER. PLEASE NOTE: ALL CREDITS ARE  
 RESTRICTED TO THE MATERIAL VALUE ONLY, WE DO NOT PAY REFITTING COSTS.

**SHOULD IT BE NECESSARY TO INSTIGATE AN INDEPENDENT REPORT, THE COST OF THIS WILL  
 BE PASSED ON TO YOU IF NO FAULT IS FOUND.**

**Please be sure to have inspected yourself to avoid any problems regarding the above.**

I have read the above and agree to the terms and conditions.

Sign

Date 25/9/21

View Logistics, Park View Road East, Hartlepool TS25 1HT

Telephone: 01429 892500 Facsimile: 01429 892560

[Customerservice@viewlogistics.co.uk](mailto:Customerservice@viewlogistics.co.uk)