



# PRODUCT COMPLAINT FORM

Important Please quote this reference

P28752

Date :

31/1/19

We would respectfully point out that we cannot process an enquiry until an inspection has been carried out by the retailer

PLEASE COMPLETE AND RETURN TO :

Kersiant Cobb & Co  
Gorsey Lane  
Coleshill  
B46 1JU  
Tel : 01675 433019 -

Retailer : Name & address

MR CARPET LTD  
70 LOWER RICHMOND ROAD  
LONDON  
SW15 1LL

Tel : 020 8789 3133

Contact : JACK BARTON

Account No : 9271

Invoice No : N/A

Invoice date : N/A

Consumer : Name & address

MR TIM WALTON

Home Tel: \_\_\_\_\_

Work Tel: \_\_\_\_\_

Mobile Tel: \_\_\_\_\_

### ABOUT THE CARPET :

Quality: WOOL EDEN  
Colour: SHADOW  
Size: 13.95 x 5.00m  
Pets: N/A  
Adults: N/A  
Children: N/A

Location In house: BEDROOM  
Date fitted: N/A  
Type of underlay: N/A  
Sub floor: N/A  
Method of fitting: N/A

Has the carpet been cleaned since installation ?

Images available (tick appropriate box)

Yes

No

Details : \_\_\_\_\_  
Date \_\_\_\_\_ Type \_\_\_\_\_

Retailers inspection report

ROW OF LOOPS MISSING - 5.34m FROM ROLLED & 2.72m FROM ROLL SIDE - INSPECTED AT MR CARPET WAREHOUSE.  
CARPET DUE TO BE FITTED IN 2 BEDROOMS, LOUNGE & HALL. 1 BEDROOM CANNOT BE DONE NOW. CARPET CUT AFTER INSPECTION TO AVOID FAULT LINE SO OTHER AREAS CAN BE FITTED. REPLACEMENT COLOUR MATCHING 3.75 x 5.00m PIECE ORDERED 31/1/19. £45 REQUIRED TO COVER FITTING COSTS.

In your opinion can this complaint be settled by an allowance ? NO

Suggested allowance ? \_\_\_\_\_

Retailers Signature

Position SALES CONSULTANT



COMPLETED COMPLAINT FORMS MUST BE ACCOMPANIED BY IMAGES OF THE FAULT, PLEASE E-MAIL TO SARAH.KIRBY@HFDCCOLESHELL.COM