

David Guyan

From: Colin Symonds (Mr Carpet) [colinsymonds@mr-carpet.co.uk]
Sent: 15 January 2019 13:10
To: 'David Guyan'
Cc: 'Putney Sales'
Subject: P28800 Swabey

DG

As discussed with you at head office, please find the attached Quotation & Photographs attached for a job that we originally installed for this customer in 2012 on Job No P24812 –

The total value back in 2012 was £3,913.00 but this figure also included the stairs & landings from ground floor to first floor which are unaffected by this complaint / updraught soiling

The customer has complained that she was quoted & charged for paperfelt & this is shown on her quotation & Order confirmation but it is very apparent from the attached photographs that the fitter (Damien Kewell) **DID NOT** lay any paperfelt. The top floor rear bedroom is only showing signs of updraught soiling on one side of the room. Upon pulling back the carpet, the unaffected side of this room is a block boarded floor (She rests her case!)

Therefore the customer is adamant that she would not be replacing the carpet in the top floor two bedrooms or top floor landing & stairs if we had laid paperfelt and I had to agree this with the customer when put on the spot during my site inspection

As discussed, the customer has had 6 years use / wear from these carpets and as a consequence they require replacing earlier than expected

Therefore as you suggested, Mr Carpet Ltd can offer a 40% allowance figure against the replacement cost of the attached quotation to keep the customer happy.

I have copied in the Putney branch, so they are aware of the situation.

Nige/Jack

Can you let me know if you require me to send out the quote or did you want to chat with the customer first?

Many Thanks

Colin

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Colin Symonds
Mr Carpet Ltd

15/01/2019

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