



# PRODUCT COMPLAINT FORM

Important Please quote this reference

PLEASE COMPLETE AND RETURN TO :

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

Date :

5/12/19

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

Retailer : Name & address

MR CARPET LTD  
70 Lower Richmond Road  
LONDON  
SW15 1LL

Tel : 020 8789 3133

Contact : JACK

Account No : 9271

Invoice No : 17791036

Invoice date : 16/9/19

Consumer : Name & address

MR & MRS MOTI  
4 CASTLE AVENUE  
LONDON  
SW15 6EA

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

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

Mobile Tel: 07785-730217

### ABOUT THE CARPET :

Quality Pampas Nordic

Colour DULU

Size 530x500 + 540x500

Pets \_\_\_\_\_

Adults 2

Children \_\_\_\_\_

Location In house

2x 1st floor main bedrooms

Date fitted

3/10/19

Type of underlay

10mm PU foam

Sub floor

TIMBER

Method of fitting.

STRETCH FIT

Has the carpet been cleaned since installation ?

Images available (tick appropriate box)

Yes

No

Date \_\_\_\_\_ Type \_\_\_\_\_

Details : \_\_\_\_\_

Retailers inspection report

CARPET HAS ANOMIA WHICH CUSTOMER REPORTS IS AFFECTING THEIR BREATHING, CONCERNED OVER CHEMICALS USED IN PRODUCTION.

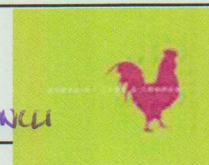
\* PLEASE ARRANGE INSPECTION AS SOON AS POSSIBLE! \*

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

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

Retailers Signature

Position MANAGER - POTNEY BRANCH



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