



# BROCKWAY

KIDDERMINSTER

KIDDERMINSTER TRADING ESTATE, SPENNELLS VALLEY ROAD  
KIDDERMINSTER, WORCESTERSHIRE DY10 1XS, ENGLAND  
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## CUSTOMER SERVICE ENQUIRY FORM

Until this Form is fully completed no Action or Inspection can be arranged

Our Ref:

Your ref:

Date:

Wholesalers name and Address:

Telephone No:  Fax. No:  Contact:

Retailers Name and Address:

Telephone No:  Fax. No:  Contact:

Consumers Name and Address:

Telephone No.(Home)  (Work)

Carpet Details:-

Quality:  Colour:

Total Size of Installation:  Size of Carpet under Complaint:

Your Order Number:  Our invoice Number and Date:

Fitting Details:-

Date fitted:  Method of fitting:

Floor Type:  Type of Underlay:

General Information:-

Number of People in Household:  Pets (if any)

Area under Complaint:  Areas in which Carpet Fitted:

If stairs, has carpet been moved to equalise wear as BS5325?


Has the Carpet been anti stain treated e.g. Scotchguard<sup>tm</sup>?

Please give overleaf the name of the person inspecting the carpet on your behalf and details of their report and their assessment of the complaint.

## REPORT

\*\*When providing a sample for testing please ensure it is as close to A4 size as possible.\*\*

Customer's complaint was that the top of the carpet is 'fuzzy' & 'does not look neat'.
Jack from Mr Carpet attended 30/4/21, evidence of pilling present through main traffic area of room,
Jack used company Sebo upright vacuum cleaner near door which successfully resolved pilling here.
(NOTE: Customer's own vacuum cleaner is Miele cylinder type - Jack recommended upright alternative).
Customer then inspected the carpet again but said it had not changed. Through further conversation
the customer advised that it was the appearance of the entire carpet that she was not satisfied with
. Jack explained that this appearance is due to the undyed wool nature of the selected range & that
it looks as it should. Customer feels that the carpet is not up to standard & requested for the
supplier to inspect & advise.

Signature:  Name in Block Capitals: JACK BARTON

Date: 30/04/21

Please note that we are unable to take any further action until you own Representative has inspected this installation.