

## GARETH ROBERTS

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### TECHNICAL INSPECTIONS/REMEDIAL REPAIRS

# INDEPENDENT REPORT

CORMAR CARPETS  
BROOKHOUSE MILL  
GREENMOUNT  
BURY  
BL8 4HR

F.A.O : Customer service dept

YOUR COMPLAINT REF – CID241138

RETAILER – Mr Carpet Ltd

CONSUMER – Mr & Mrs Brewis

INSPECTION DATE : 07/12/2021

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PRODUCT DETAILS : Avebury Draycot Dune 5M & 4M S/B

SIZE : 9.00, 11.95, 3.25

FITTING DATE : Consumer unsure of fitting date approx 5 weeks ago.

COMPLAINT DETAILS RECEIVED : Dark shade in the carpet.

CARPET INSTALLED TO : Landing, stairs, study and four bedrooms.

LOCATION OF PROBLEM : See report.

OCCUPANTS : 2 adults.

MAINTENANCE :

TYPE OF VACUUM : N/A.

FREQUENCY : Vacuumed – 1 to 2 x per week.

CONDITION OF CARPET : Obvious orange spillage stains.

INSPECTION ASSESSMENT: No manufacturing faults. Damage by a protective film plus spillage stains

STANDARD OF FITTING : Consumer not happy with the join.

SUB-FLOOR : Wood.

UNDERLAY : New.

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Conclusion Report

The carpet is fitted to all upstairs areas of this immaculate recently refurbished property.

The consumer has a number of complaints.

The consumer advised me there is a dark area on the bottom step.

**In my opinion the dark area is a shadow and created by the local light.**

**Reject this issue.**

The carpet is fitted to a large landing and the pile appears a fractionally darker shade in an area that follows the shape of the banister. See photograph.

**The slightly darker area of pile forms perfect straight lines with right angles that follow the shape of the landing. This resembles damage created by a protective film and the consumer confirmed a protective film was on the carpet. [consumer advised only for about three days].**

**A protective film can cause the pile to change colour.**

**This does not in any way relate to a manufacturing fault in the carpet. A manufacturing fault will not follow the shape of the landing.**

**Reject this issue.**

There are four orange stains in the study and one orange stain in the master bedroom. The carpets have suffered poor cleaning attempts which did not remove the orange contamination.

**The orange stains are not manufacturing faults and in my opinion the fitter would not use any products that could create these marks. Adhesive used for any carpet fitting process does not match these stains.**

**The damage must have occurred after the fitting.**

**Reject this issue.**

**The carpets have been damaged after the fitting.**

**Reject the complaint – No evidence of a manufacturing fault.**