



# Complaint Questionnaire - Fax back to 01204 888154

Brookhouse Mill, Greenmount, Bury, BL8 4HR. Tel: 01204 881234



All complaints must be inspected by the retailer before completing this form. When faxing, please use black pen

| Account        |  |
|----------------|--|
| Company Name   | Mr Carpet Ltd  |
| Address Line 1 | Unit 32, Stadium Studios   |
| Address Line 2 | Riverside Road   |
| Address Line 3 | London   |
| Postcode       | SW17 0BA   |
| A/c Code       | MIS001   |
| Tel            | 020-8789-3133  |
| Fax            |  |
| Contact name   | Jack   |
| e mail address | <a href="mailto:jackbarton@mr-carpet.co.uk">jackbarton@mr-carpet.co.uk</a> |

| Store (Only to be completed where different to account) |                               |
|---|-------------------------------|
| Company Name  | Mr Carpet Ltd (Putney Branch) |
| Address Line 1  | C/o 299 Upper Richmond Road   |
| Address Line 2  |                               |
| Address Line 3  | London                        |
| Postcode  | SW14 8QS                      |
| Contact Name  | Jack                          |
| Tel   | 020-8789-3133                 |
| Fax   |                               |

Date complaint form sent: **20/11/2021**

| Consumer (if applicable)     |                                    |
|------------------------------|------------------------------------|
| Contact Name                 | Mr & Mrs Brewis                    |
| Address Line 1               | 17 Woodthorpe Road                 |
| Address Line 2               |                                    |
| Address Line 3               | London                             |
| Postcode                     | SW15 6UQ                           |
| Tel (Home)                   |                                    |
| Tel (Work)                   |                                    |
| Tel (Mble)                   | 07718-588338 (Mrs Valerie Brewis)  |
| Occupants at address: Adults | 2                                  |
| Children                     |                                    |
| Pets                         |                                    |
| Vacuum Type                  | (Upright / Cylinder)               |
| Vacuum Age                   |                                    |
| Yrs                          |                                    |
| Price paid for carpet        | (inc. Fitting and underlay Yes/No) |

| Carpet Details (for each piece) |                            |        |       |         |                   |                      |
|---------------------------------|----------------------------|--------|-------|---------|-------------------|----------------------|
| Ref.                            | Range & Colour             | Length | Width | Backing | Cormar Ord/Inv No | Customer P/Order Ref |
|                                 | Avebury Rib - Draycot Dune | 9.00m  | 5.00m |         | BGH018            | P30204               |
|                                 | Avebury Rib - Draycot Dune | 11.95m | 5.00m |         | BGH018            | P30204               |
|                                 | Avebury Rib - Draycot Dune | 3.25m  | 4.00m |         | BGH018            | P30204               |
|                                 |                            |        |       |         |                   |                      |
|                                 |                            |        |       |         |                   |                      |
|                                 |                            |        |       |         |                   |                      |

| Installation (if applicable)                          |                                     |  |              |
|---|-------------------------------------|--|--------------|
| Date Fitted   | 3/11/21 & 4/11/21                   | NB This date must be supplied to avoid delay               |              |
| New underlay?   | Yes/No                              | Underlay Type  | 10mm PU Foam |
| Method of fitting                                     | Traditional Stretch Fit             |  |              |
| Type of floor   | Timber                              |  |              |
| Room(s) carpet fitted                                 | 5 Beds, Stairs, Landings & Playroom |  |              |
| Was advice given on shading at point of sale?         | Yes/No                              | Was advice given on flattening at point of sale?           | Yes/No       |
| Was advice given on colour-matching at point of sale? | Yes/No                              | Has the carpet been cleaned or treated since installation? | Yes/No       |

**PLEASE ENTER FAULT DETAILS BELOW**

Dark shade on left hand side of lowest 7 steps, follows on to internal corner of quarter landing & left hand side of upper 10 steps. The same issue continues up on to the 1st Floor Landing (a large 'L' shaped space), approximately a consistent 30cm depth in to the body of carpet from the bannister round the entire Landing space. Photos provided for review. Carpet installed 3/11+4/11, customer advised us of issue on 9/11 after moving in to the property over the weekend, inspected on 11/11, have since investigated as best possible & had issue receiving complaints form hence slight delay since inspection.

(A full description of the nature of the fault can speed-up the processing of this complaint)