

# VICTORIA CARPETS®

Established 1895

Worcester Road, Kidderminster, Worcestershire, DY10 1JR England

Telephone: 01562 749300

PLEASE EMAIL THIS QUESTIONNAIRE TO: [cs@victoriacarpets.com](mailto:cs@victoriacarpets.com) or Fax: 01562 749349


## VICTORIA CARPETS COMPLAINT QUESTIONNAIRE

Claim registration number

Please note if no evidence of a manufacturing defect can be found after our investigation, any costs incurred by Victoria Carpets will be re-charged to the relevant company.

Retailers Details		Consumer Details	
Account Number: 179693		Name: Mrs Gwen Kaplan	
Address: 299 Upper Richmond Road West, London		Address: 69 Arthur Road, London	
Postcode: SW14 8QS		Postcode: SW19 7DN	
Tel No: 020-8789-3133		Tel No: 07971-883927	
Contact Name: Jack			
Email Address: <a href="mailto:jackbarton@mr-carpet.co.uk">jackbarton@mr-carpet.co.uk</a>			
PRODUCT DETAILS			
Date Purchased: 12/11/21		Date Fitted: 8/12/21	
Product: Sisal Weave		Colour: Rattan	
Invoice No: 0188455		Sizes: 10.75 x 5.00m	
Order No: P30259		Location Fitted: 2 Bedrooms	
COMPLAINT DESCRIPTION			
Fault in lines of loops in both rooms.			
ADDITIONAL INFORMATION			
No of Occupants:		Fitting Method: Stretch fit	
Pets:		Vacuum type:	
Frequency of vacuuming:		Subfloor Type: Timber	
INSPECTION DETAILS			
2 sections running the length of each room have distortion to the loops. Located approx 50cm in from side & repeated again another 2.30m over.			
Date of retailer's inspection? 9/12			
What is your recommendation? Replace both areas			
Any other observations? <b>CUSTOMER HAS SOME MINOR ADDITIONAL WORKS TO COMPLETE IN THE AREAS, IF THIS CARPET NEEDS TO BE RETURNED I NEED TO KNOW ASAP AS IT WILL NEED TO BE PROTECTED. THE CUSTOMER HAS ADVISED THAT THE PROTECTOR FOR THE CARPET IS NOT CHEAP SO IF IT <u>WILL NOT</u> NEED TO BE RETURNED I WILL ADVISE THE CUSTOMER THAT THEY CAN COMPLETE THEIR WORKS WITHOUT WORRYING ABOUT POTENTIALLY DAMAGING THE CARPET – PLEASE ADVISE ASAP.</b>			
Inspected by: Jack Barton		Position in Company: Branch Manager	

Signed:



Date:

9/12/21

Any further information, including a diagram of the installation and photographs should be attached where possible.