



Complaint Questionnaire - Fax back to 01204 888154

Brookhouse Mill, Greenmount, Bury, BL8 4HR. Tel: 01204 881234
 customerservice@commarcarpets.co.uk



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 19-32 STADIUM STUDIOS
Address Line 2	RIVERSIDE ROAD
Address Line 3	EMMESFIELD
Postcode	SW17 0BA
A/c Code	MIS001
Tel	0208 878 9126
Fax	
Contact name	ANTHONY
e mail address	SHEEN BRANCH @ MR CARPET. CO.UK

Store (Only to be completed where different to account)	
Company Name	
Address Line 1	
Address Line 2	
Address Line 3	
Postcode	
Contact Name	
Tel	
Fax	

Date complaint form sent:

Consumer (if applicable)	
Contact Name	MRS JULE COOKE
Address Line 1	138 DISMARE ROAD
Address Line 2	
Address Line 3	LONDON
Postcode	SW15 2DX
Tel (Home)	
Tel (Work)	
Tel (Mobile)	07958 58614
Occupants at address: Adults	
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	Customer P/Order Ref
HOME COUNTRIES	490	400	BJN750 P30287
4202 GUN METAL	330	400	" "
"	260	400	" "
"	525	400	" "

Installation (if applicable)	
Date Fitted	24/01/22
New underlay?	Yes/No <input checked="" type="radio"/> Yes <input type="radio"/> No
Underlay Type	SMETCH / GRIPPER
Method of fitting	
Type of floor	WOOD
Room(s) carpet fitted	4x BEDS
Was advice given on shading at point of sale?	Yes/No <input checked="" type="radio"/> Yes <input type="radio"/> No
Was advice given on colour-matching at point of sale?	Yes/No <input checked="" type="radio"/> Yes <input type="radio"/> No
Was advice given on flattening at point of sale?	Yes/No <input checked="" type="radio"/> Yes <input type="radio"/> No
Has the carpet been cleaned or treated since installation?	Yes/No

PLEASE ENTER FAULT DETAILS BELOW

EXTREME CASES OF BAGGINESS THAT WILL NOT SMOOTH OUT - VERY UNREASONABLE TO EXPECT THIS IN 2.5 YEARS! PHOTOS SUPPLIED

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