

R16713 - 28/8/2014

First floor flat
65 South Park Road
Wimbledon
London SW19 8RT

Mr David Guyan, Managing Director
Mr Carpet
Unit 32 Stadium Studios
Riverside Road
London
SW17 0BA



5th February 2020

Dear Mr Guyan

Your firm completely recarpeted my flat in Wimbledon back in 2014, and (on my recommendation) also extensively recarpeted my partner's flat in Greenwich a couple of years ago.

I recently contacted your Raynes Park branch with a request. The carpet at the entrance to my bedroom keeps coming loose from the doorbar and I can't get it to stay put for more than a few days. I was entirely clear in all my communications that I fully appreciate that in view of the length of time since the carpet was laid there is no question of any warranty period still being applicable, but I asked whether someone might be able to come round and look at it for me, as I was hoping that a skilled fitter would be able to fix it in place quite easily.

Your staff at the Raynes Park branch told me that there would be a minimum charge of £60 for a visit. I pointed out that I have personally put around £8,000 of work your way (including the work at my partner's flat) and would be very disappointed to be charged for a short visit. I did not (and do not) think it would be unreasonable for someone to have a look at it for me without charge – at a time to suit them; I offered to fit around the fitter's availability - and I made it clear that if it turned into a significant amount of work I would of course be open to a discussion around cost. I initially thought that the response was just a result of dealing with a relatively junior employee (Sally Blackman) and was pleased when she agreed to discuss it with her manager. However, when she came back to me (several days after she had promised she would, and only after I chased her) the response was again that they would not waive the £60 charge.

As you will appreciate, I am both very surprised and very disappointed with this response. Up until this point, I would have expected to use your firm again in the future for any carpeting requirements, as would my partner, as we have been pleased with the service in the past. It is difficult to maintain that position; your firm has now lost any advantage it had from my point of view due to its inflexibility. I wanted to give you the opportunity to resolve the situation - or at least to comment on the firm's position.

I can be reached at the postal address at the top of this letter, on email alungeorge1@aol.com or by telephone on 07713 502928. I look forward to hearing from you.

Yours sincerely

Alun George