



CUSTOMER SERVICE REPORT

Complaint Ref:	
Date Issued:	

Account Details

Account No: WNR010
 Name: MR CARPET LTD
 Address: 308 WOODVILLE ROAD
 Town: LONDON
 County:
 Post Code: SW20 8QU

Please complete and return by Fax: 01429 892560
 Or by Post: hitestone Weavers Limited,
 View Logistics, Park View Road East,
 Hartlepool TS25 1HT

Telephone: 020 8947 7522
 Facsimile:
 Rep/Region:

Consumer Details

Name: MRS MRS WILLIAMS
 Address: 74 CAMDEN AVENUE
RAMES PARK LONDON
 Post Code: SW20 0PL
 Telephone Home:
 Telephone Work: 07803 163782

Complaint Details:

INCORRECT QUALITY OF CARPET SENT + INSTALLED (INSPECTED 6/2/17) ON SITE
CARPET SENT IS 100% SYNTHETIC - WE WILL FORWARD SAMPLE OF INCORRECT CARPET BY POST TO ABOVE ADDRESS WITH A COPY OF THIS FORM.

Our Order No: <u>NO INVOICE YET</u>	Your Ref: <u>R17491</u>
Delivery Note No: <u>D/ISS3111/1</u>	Fitting Date: <u>3/2/17</u>
Our Invoice No:	
Colour/Pattern: <u>DURHAM 40 WINTERHAWSE</u>	Length: <u>1.95M</u>
Piece No:	Width: <u>400M</u>

WE WOULD RESPECTFULLY POINT OUT THAT THE MATERIAL HAS FIRST BEEN INSPECTED BY THE RETAILER. PLEASE NOTE: ALL CREDITS ARE RESTRICTED TO THE MATERIAL VALUE ONLY, WE DO NOT PAY REFITTING COSTS.

SHOULD IT BE NECESSARY TO INSTIGATE AN INDEPENDENT REPORT, THE COST OF THIS WILL BE PASSED ON TO YOU IF NO FAULT IS FOUND.

Please be sure to have inspected yourself to avoid any problems regarding the above. Photographic evidence must be provided for all complaints.

I have read the above and agree to the terms and conditions. Sign [Signature] Date 6/2/17