

# CORMAR

CARPET CO

214465/001

25/10/18

Mr Carpet Limited  
Unit 32 Wimbledon Stad Bus Ctr  
Riverside Road  
WIMBLEDON  
London  
SW17 0BA



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Dear Sirs

Re. Complaint: CID 214465 / Custers / Home Counties Cairn Grey 50 4M S/B

We are in receipt of the above claim and note the reason for complaint. We would be prepared to accept that the problem with the carpet is one of pile reversal.

This is a localised change in the pile direction, creating a 'light and shade' effect. Although pile reversal is not accepted as a manufacturing fault, as members of the UK Carpet Foundation, we follow their Code of Practice, which offers a guarantee against pile reversal for two years.

Therefore, in an effort to settle this claim, we will be prepared to offer an allowance of £175 + VAT, or a replacement carpet, or the opportunity for the consumer to reselect to a different carpet. However please note the following in relation to this offer and pile reversal guarantee :

- As pile reversal is not a manufacturing fault, if your customer decides to reselect or replace the carpet we cannot guarantee that pile reversal will not happen again in the location.
- Whether your customer has accepted the allowance, replaced the carpet or reselected to a different carpet Cormar will not accept any further claims in relation to pile reversal.

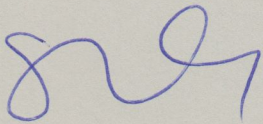


- In line with the Carpet Foundation manufacturers' agreement 2005, fitting charges in respect of pile reversal replacements become the responsibility of the retailer.
- As your contract is with your customer and not with Cormar, we would strongly recommend that you put all this information in writing to your customer using your own letter headed paper.

Please note this offer is valid for 7 days from the date of this letter. Acceptance of any part of our offer, eg a replacement carpet, shall be construed as acceptance of all the terms contained in the letter, including those in relation to re-fit costs.

We look forward to hearing from you in due course.

Yours faithfully  
For Greenwood & Coope Limited



Sally Graham  
Customer Services Department

