

25/10/2018

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 localized 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 a **replacement carpet**. 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 a carpet, we cannot guarantee that pile reversal will not happen again in the location
- We will not accept any further claims in relation to pile reversal

Please note this offer is only valid for 7 days from the date of this letter.