

### Complaint Questionnaire - Fax back to 01204 888154

Brookhouse Mill, Greenmount, Bury, BL8 4HR. Tel: 01204 881234  
[customerservice@comarmacarpets.co.uk](mailto:customerservice@comarmacarpets.co.uk)



All complaints must be inspected by the retailer before completing this form. When faxing, please use black pen

<b>Account</b>	
Company Name	MR CARPET LTD
Address Line 1	308 WOLFE RD
Address Line 2	LAPHNES PARK
Address Line 3	LONDON
Postcode	SW20 - 8QU
A/c Code	MIS 001
Tel	0208 947-7522
Fax	
Contact name	ANTHONY
e mail address	ANTHONY RICKARD
	@ MR - CARPET. CO. UK

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

Date complaint form sent: \_\_\_\_\_

Carpet Details (for each piece)					
Ref. Range & Colour	Length	Width	Backing	Commar Ord/Inv No	Customer P/Order Ref
HOME COUNTIES 50 GOOSEWIND	2.5M	5		AST 792	152 <del>66</del>
	2.1M	5		AST 792	1520636

<b>Consumer (if applicable)</b>	
Contact Name	MRS ZAFA DAMIL
Address Line 1	2 COOMBE GARDENS
Address Line 2	LONDON
Address Line 3	
Postcode	SW20 - 0QU
Tel (Home)	
Tel (Work)	
Tel (Mobile)	
Occupants at address: Adults	2
Children	2
Pets	N/A
Vacuum Type (Upright / Cylinder)	
Vacuum Age	
Price paid for carpet (inc. Fitting and underlay Yes/No)	Yrs

<b>Installation (if applicable)</b>	
Date Fitted	22/11/19
New underlay?	Yes/No
Underlay Type	Felt/foam
Method of fitting	GRIPPER
Type of floor	WOOD
Room(s) carpet fitted	WHOLE 2-STORY HOUSE
Was advice given on shading at point of sale?	Yes/No
Was advice given on colour-matching at point of sale?	Yes/No
Has the carpet been cleaned or treated since installation?	Yes/No

**PLEASE ENTER FAULT DETAILS BELOW**

ATTN: NOTICED SPANNING IN NEW WHITE HTNG. CONSISTENT IN THE WHOLE HOUSE. PHOTO'S ATTACHED. WE WILL NEED TO ORGANISE A CLEANER TO GO AROUND TO RECTIFY

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