



Complaint Questionnaire - Fax back to 01204 888154

Brookhouse Mill, Greenmount, Bury, BL8 4HR. Tel: 01204 881234



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

**Account**

Company Name: Mr Carpet Ltd  
 Address Line 1: Unit 32 Riverside Road  
 Address Line 2: London  
 Address Line 3:  
 Postcode: SW17 0BA  
 A/c Code: MIS001  
 Tel: 0208 947-7522  
 Fax: ~~0208 947-7522~~  
 Contact name: anthony@cornar-carpet.co.uk  
 e mail address:

**Store (Only to be completed where different to account)**

Company Name:  
 Address Line 1:  
 Address Line 2:  
 Address Line 3:  
 Postcode:  
 Contact Name:  
 Tel:  
 Fax:

Date complaint form sent: 8th June 2017

**Consumer (if applicable)**

Contact Name: Mr J Theatai  
 Address Line 1: 36 Westfields Avenue  
 Address Line 2:  
 Address Line 3: London  
 Postcode: SW13 0AU  
 Tel (Home):  
 Tel (Work):  
 Tel (Mbie): ##  
 Occupants at address: Adults: 2 Children: 2 Pets: 0  
 Vacuum Type (Upright / Cylinder):  
 Price paid for carpet (inc. Fitting and underlay Year/No):  
 Yes

**Carpet Details (for each piece)**

Ref. Range & Colour	Length	Width	Backing	Commar Ord/Inv No	Customer P/Order Ref
<del>AWESOME</del> 1576 GRANITE	5.80	4m	JUTE	561146	20007 524470
AWESOME RUB LONGFORD FLEECE	5.80	4m		1493541	718052

**Installation (if applicable)**

Date Fitted: 10/02/2017  
 NB This date must be supplied to avoid delay

New underlay? Yes Underlay Type: FELT 4202  
 Method of fitting: Tackless  
 Type of floor: WOOD SUB FLOOR  
 Room(s) carpet fitted: NOT FITTED  
 Was advice given on shading at point of sale? No  
 Was advice given on colour-matching at point of sale? NO  
 Was advice given on flattening at point of sale? NO  
 Has the carpet been cleaned or treated since installation? NO

PLEASE ENTER FAULT DETAILS BELOW

The whole house was fitted with sunblinds, but was ordered by the householder. The purchaser Mr & Mrs Shah reported faults in the carpet. I visited the property and found several areas of high pile that I managed to photograph successfully but after snapping the fault in the master bedroom next to the high tube appears to be a row of low pile tufts about 3m long that are still visible.

~~THE CARPET WAS ORDERED FROM THE CARPET STORE AT SEVERAL LOCATIONS SEE PHOTO'S~~

FAULT LINE ACROSS CH

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