

**FOR OFFICE USE ONLY**

MANUFACTURER:

DATE

REG No.

A/C

INV No.

**PRODUCT COMPLAINT FORM**

Please complete in block capitals and return to:

**Culpeck**  
FOR FLOORCOVERINGS

Viking Close, Medway Valley Park,  
Strood, Rochester, Kent, ME2 2JX  
Tel: (01634) 299018 Fax: (01634) 299001

CARPET / VINYL ?  
CULPECK INV No. 145 3273

Date: 25/1/19

QUALITY: RUNOPOL ORIGINAL TIMBER

DESIGN & COLOUR: CHARM OAK WHITE

SIZE: 2.65m x 3.00

DATE FITTED 20/3/19 AREA: W.C + BATH ROOM

RETAILERS NAME & ADDRESS:

MR CARPET LTD

PROFESSIONAL:  D.I.Y:

308 WORPLE RD

TYPE OF UNDERLAY: R

SW20 - 8QU

TYPE OF FLOOR: W/BOARD - NEW

TEL: (inc. dialling code) 0208 947-7522

METHOD OF FIXING:

ACCOUNT No. 5177

FULLY STUCK  GRIPPER

CONTACT: ANTHONY

ADHESIVE  LOOSELAID

CONSUMER NAME AND ADDRESS: WOOD COCK HOLDINGS LTD

TACKED  DOUBLE-SIDED TAPE

GIBBARD MEWS, WIMBLEDON VILLAGE

TYPE OF ADHESIVE USED: SPRAY - PERIMETER STUCK

LONDON, SW19-5BY

No. OF ADULTS? N/A No OF CHILDREN N/A

TEL HOME: (inc. dialling code) 0208 947-6580

ANY PETS? EMPTY FLAT

TEL BUSINESS: (inc. dialling code) 07976 807-636

CLEANING DETAILS: NONE

**CARPET: PILE FLATTENING, MATTING, PILING & PILE REVERSAL ARE NOT ACCEPTED AS MANUFACTURING FAULTS**

MANUFACTURERS DO NOT NORMALLY ACCEPT WEAR COMPLAINTS ON STAIR CARPETS UNLESS THE MATERIAL HAS BEEN MOVED IN ACCORDANCE WITH B.S.5325, PARAGRAPH 7.11

WAS SUFFICIENT MATERIAL ALLOWED FOR PERIODIC SHIFT? YES  NO   
HAS THIS BEEN DONE? YES  NO

**VINYL COMPLAINTS: DISCOLOURATION, INDENTS FROM SHOES, FURNITURE, RIPS, TEARS, GOUGES ETC. FROM MOVED APPLIANCES ARE NOT ACCEPTED AS MANUFACTURING FAULTS. VINYL MUST BE FITTED TO MANUFACTURERS GUIDELINES i.e. LOOSE LAID, DOUBLE SIDED TAPE ACROSS DOORWAYS ONLY OR FULLY STUCK IF OVER 12M.**

FULL DETAILS WILL ASSIST US IN SETTLING YOUR CONSUMERS COMPLAINT WITH THE MINIMUM DELAY. IF ALL DETAILS AND INFORMATION WE ASK FOR IS INCLUDED ON THIS FORM WE WILL ENDEAVOUR TO SETTLE THE MATTER WITHIN TWO WEEKS.

FITTING COSTS ARE NOT ACCEPTED UNLESS AGREED BY THE MANUFACTURER PRIOR TO COMPLETION OF THIS COMPLAINT.

WE WOULD RESPECTFULLY POINT OUT THAT WE CANNOT AGREE TO DEAL WITH ANY ENQUIRY UNTIL THE MATERIAL HAS FIRST BEEN INSPECTED BY THE RETAILER. PHOTOGRAPHS COULD HELP SPEED PROGRESS OF THIS COMPLAINT. IF AVAILABLE PLEASE POST OR EMAIL (sales@culpeck.uk.com)

RETAILERS INPECTION REPORT: VINYL WAS USED IN W.C. + BATHROOM FROM SAME PIECE. THE VINYL IN W.C. IS DANGEROUSLY SUFFERING WHICH WE HAVE INSPECTED + AGREED IT IS UNSAFE.

DATE OF RETAILERS INSPECTION: 26/3/19 NAME OF INSPECTOR: ANTHONY RICKARD

CAN THIS COMPLAINT BE SETTLED BY AN ALLOWANCE? YES  NO

RETAILERS SIGNATURE: [Signature]

NB: ALL CREDITS ARE RESTRICTED TO MATERIAL VALUE ONLY SUGGESTED ALLOWANCE: .....

DATE: 26/3/19 POSITION: MANAGER