



Complaint Questionnaire - Fax back to 01204 888154

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

customerservice@cornmarcarpets.co.uk



CARPET COUNCIL
QUALITY MARK
CODE OF PRACTICE

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

Account	
Company Name	MC CARPET LTD
Address Line 1	32 SMOYNA SNOIDS
Address Line 2	RIVERSIDE ROAD
Address Line 3	LONDON
Postcode	SW17 0BA
A/c Code	MIS 001
Tel	020 8879 0485
Fax	
Contact name	DAVID GUYARD
e mail address	headoffice@mc-carpet.co.uk

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: 20/02/2023

Carpet Details (for each piece)					
Ref. Range & Colour	Length	Width	Backing	Commar Ord/Inv No	Customer P/Order Ref
HomeCommes Silver	540	400	Secom	BLW 273	R18760
" "	315	400	Secom	BLW 273	R18760
" "	275	400	Secom	BLW 273	R18760
" "	240	400	Secom	BLW 273	R18760

Consumer (if applicable)					
Contact Name	KIRAZEM YEKESANIL BAKAL				
Address Line 1	167 ELM WALK				
Address Line 2	RAYNES PARK				
Address Line 3	LONDON				
Postcode	SW20 9EF				
Tel (Home)	07808-165911				
Tel (Work)					
Tel (Mobile)	07979-061701				
Occupants at address: Adults	2	Children	0	Pets	0
Vacuum Type (Upright / Cylinder)		Vacuum Age	N/A	Yes	
Price paid for carpet (inc. Fitting and underlay)	£2946.42				

Installation (if applicable)		
Date Fitted	20/4/22	NI3 This date must be supplied to avoid delay
New underlay?	Yes/No	Underlay Type
Method of fitting	Conventional	
Type of floor	Wood Parquet	
Room(s) carpet fitted	3 Bedrooms Small/Large	
Was advice given on shading at point of sale?	Yes/No	Was advice given on flattening at point of sale?
Was advice given on colour-matching at point of sale?	Yes/No	Has the carpet been cleaned or treated since installation?

PLEASE ENTER FAULT DETAILS BELOW

CUSTOMER COMPLAINED OF CARPET RUCKLE, 3 MONTHS AFTER INSTALLATION (20/4/22)
 FINE RUCKLE CARPET ON 12/8/22 + THEN AGAIN ON 24/01/23 CANNOT GET ANY SMOOTHEN
 RESULT DUE TO CARPET BACKING? POSSIBLE DELAMINATION?

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