

Date: 29/4/24

**PRODUCT COMPLAINT FORM**



**PLEASE COMPLETE AND RETURN TO:**

Relay Park  
Relay Drive  
Tamworth, Staffordshire  
B77 5PR  
Tel: 01827 831496

We would respectfully point out that we cannot process an enquiry until an inspection has been carried out by the retailer.

**Retailer Name and Address**

Designer Carpets Ltd  
308 Worples Road  
London  
SW20 8QU  
Tel: 020 8947 7522  
Contact: Nigel Symonds  
Email: raynesaccounts@mf-carpets.co.uk  
Account Number: 381  
Invoice Number: 3479179

**Consumer Name and Address**

Inicio Bespoke LTD  
10 Mizen Way  
Cobham  
KT11 2RH  
Home Tel: —  
Mobile: 07590 108280  
Email: nickbarlow@iniciobespoke.com  
Invoice Date: 03/04/2024

**ABOUT THE CARPET**

Quality: Paddington  
Colour: SHRIMP  
Size: 2500x5m, 10.53x5m + 12.30x5m  
No of Pets: None  
No of Adults: Not moved in yet  
No of Children: " " " "

Location in House: Drawing Room + Landing  
Date Fitted: 22/4 - 24/4  
Type of underlay: Low Tog Rubber  
Sub Floor: Concrete with w/floor heating  
Method of Fitting: Stretcher  
Vacuum Cleaner Type: N/A

Has the carpet been cleaned since installation  
If Yes, Date of Clean N/A

Yes /  No (Delete as appropriate)  
Type of Clean N/A

Images available (tick appropriate box)

Yes  No

**Retailers Inspection Report:**

We installed 240m<sup>2</sup> of this carpet to Drawing Rm  
S/L + 4 Beds. We requested colour matching stock  
at point of order but the Drawing Room +  
part of the landing are clearly from a different  
batch (see photos attached)

In your opinion, can this complaint be settled with an allowance?  
If Yes, Suggested Allowance \_\_\_\_\_

Yes /  No

Completed complaint forms must be accompanied with images of the fault.

Please email to [marie.york@hfdtamworth.com](mailto:marie.york@hfdtamworth.com)