

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 Worple Road
London
SW20 8QU
Tel: 020 8947 7522
Contact: Nigel Symonds
Email: raynesbranch@mr-carpet.co.uk
Account Number: 12428
Invoice Number: 29566804

Consumer Name and Address

Sophie Fuller + Alex Townson
103 Landels Road
East Dulwich
SE22 9PH
Home Tel: _____
Mobile: 07768 856917
Email: _____

Invoice Date: 08/04/25

ABOUT THE CARPET

Quality: Pampas Nordic
Colour: Varde
Size: 7.90, 5.10, 3.60 x 5.00m
No of Pets: N/A
No of Adults: 2
No of Children: 0

Location in House: S/L & 4 beds
Date Fitted: 17/04/25
Type of underlay: 10mm PU
Sub Floor: Timber
Method of Fitting: Stretch
Vacuum Cleaner Type: N/A

Has the carpet been cleaned since installation
If Yes, Date of Clean _____

Yes / No (Delete as appropriate)
Type of Clean _____

Images available (tick appropriate box)

Yes No

Retailers Inspection Report:

There's a ridge / fault line that runs through the 7.90 x 5.00m approx. 50cm in from the L/H side. It's caused by overlapping backing & should've never been sent out in it's current condition. The faulty carpet has not been fitted but we have cut into the 7.90 x 5.00m piece so that we could fit the areas we could from the unaffected sections of that piece. We require a 6.30 x 5.00m to replace the areas that we could get from the faulty piece and this has already been ordered on your Order No. 67610180

In your opinion, can this complaint be settled with an allowance? Yes / No
If Yes, Suggested Allowance ^{No} _____

Completed complaint forms must be accompanied with images of the fault.
Please email to marie.york@hfdtamworth.com