

CAUSEWAY

CARPETS

PRODUCT COMPLAINT FORM

Date: 6-10-25

PLEASE COMPLETE AND RETURN TO:

CAUSEWAY CARPETS
 Barton Townley Offices, Burnington Drive,
 Hunwick Lane Willington Co. Durham
 DL15 0HY - United Kingdom
 Tel: 01388 737622

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
RAINES PARK LONDON
SW20 8DU

Consumer Name and Address
MRS LARKIN JAGO
20 BURCOTE ROAD
LONDON
SW18 3LQ

Tel: 020-8947-7522
 Contact: COLIN OR NIGEL SYMONDS
 Email: Saynesbranch@Mr-Carpet.co.uk
 Account Number: 14552
 Invoice Number: 17510032A9

Home Tel: _____
 Mobile: 07917-894096
 Email: larkin.jago@gmail.com
 Invoice Date: 08.08.25

ABOUT THE CARPET

Quality: FRENCH BLOSSOM
 Colour: 2004 SILVER SAGE
 Size: AA0xAM, AB5xAM, AB0xAM
 No of Adults: N/A
 No of Children: N/A
 No of Pets: NA

Location in House: 3 BEDROOMS
 Date Fitted: NOT INSTALLED / FAULTY
 Type of Underlay: N/A
 Sub Floor: N/A
 Method of Fitting: N/A
 Vacuum Cleaner Type: N/A

Has the carpet been cleaned since installation? Yes No

If Yes, Date of Clean N/A

Type of Clean N/A

Images available (tick appropriate box)

Yes No

Retailers Inspection Report:

LINE FAULTS - ALL CUTS APPEAR TO HAVE AN ATTEMPT
AT A REPAIRING REPAIR AT FAULTY + TENTS HAVE BEEN
PUT IN INCORRECTLY - SIDEWAYS ON TO PILE!

In your opinion, can this complaint be settled with an allowance? Yes No

If Yes, Suggested Allowance FULL REPLACEMENT REQUIRED
CARPETS ARE UNACCEPTABLE NO FIX FOR PURPOSE!

Completed complaint forms must be accompanied with images of the fault.
 Please e-mail to sales@causewaycarpets.com