

David Guyan

From: David Guyan [davidguyan@mr-carpet.co.uk]
Sent: 18 October 2018 15:16
To: 'symon.meikle@gmail.com'
Cc: 'nigelsymonds@mr-carpet.co.uk'; Jack Barton (Mr Carpet)
Subject: RE: P28396 Meikle / Basement carpet (Installed 28th June 2018)

Dear Mr Meikle

I am a director of Mr Carpet and your carpet issue has been brought to my attention by our Putney Branch. I have seen the photos and relevant email communications between you and Jack.

As you have said in your recent email you do expect a certain amount of indentation when placing an object on a wool carpet fitted on a comfort underlay but I note your comment that this appears excessive and understand your position when you have compared it with similar carpets fitted in your home. I can confirm that the underlay we have installed on both occasions is identical so while the underlay does indent it is highly unlikely that it is the cause of this problem but it does appear from their email to Jack the underlay was implicated in their comments.

Jack & Nigel have taken a sample of the carpet and underlay fitted in your home and placed a weight on top for a day. What they noticed when we removed the weight the backing had distorted and in our opinion this would hamper the recovery of the pile.

We do sell a lot of carpet from this manufacturer and have sold a reasonable amount of this actual range from the same batch and until your installation we have had no cause for concern. However I do agree that from your viewpoint it spoils the enjoyment of the carpet in your home.

I would therefore want to offer you a replacement carpet but I would ask you to re select a different make of carpet as we have not had the support we would expect from this supplier and while we assume the distortion in the backing is the reason the pile does not recover fully we can't be 100% certain and for this reason we would rather not replace the areas with an identical carpet.

I have copied this email to Jack (who is currently on leave until next week) and Nigel so they are aware of the offer I have made and if you could call into the showroom at your convenience and re select a carpet we will replace the existing carpet and resolve the problem for you.

Many thanks for your patience.

David Guyan

From: Nigel Symonds (Mr Carpet) [<mailto:nigelsymonds@mr-carpet.co.uk>]
Sent: 16 October 2018 19:45
To: 'DG Work'
Cc: putneybranch@mr-carpet.co.uk
Subject: P28396 Meikle / Basement carpet (Installed 28th June 2018)

Hi Dave,

Jack's been dealing with a customer who isn't happy with the indentations his furniture is leaving in some Boston Bay that we laid for him recently (see email chain below). Jack filled out a complaints form & sent it to Telenzo who sent back a generic reply basically fobbing us off which I think is pretty poor considering the amount of business we do with them & the very few complaints we put through!

Looking at the customer latest email received earlier today I think he has cause for complaint & I think the least that Telenzo could do is send someone around to inspect / discuss the issue with the customer. He's a good customer who's bought from us numerous times before & we've never had any issues with the previous carpets that we've installed for him.

Is there any chance you could talk to JC about this to see if we can find some sort of resolution that will satisfy the customer as I don't think he's going to let this one rest!

Many thanks

Nigel

Nigel Symonds
 Mr Carpet Ltd
 70 Lower Richmond Road
 Putney
 SW15 1LL
 T: 020 8789 3133
 F: 020 8780 2140
 E: nigelsymonds@mr-carpet.co.uk
www.mr-carpet.co.uk

From: symon meikle [<mailto:symon.meikle@gmail.com>]
Sent: 16 October 2018 11:32
To: Jack Barton (Mr Carpet)
Subject: Re: Basement carpet

Hi Jack

The response from the supplier doesn't address the specific issue that I'm experiencing. Nor go any way towards solving the problem.

To be clear, I'm generally aware of how carpet behaves when varying loads are placed on them, so I don't disagree with the manufacturer's general comments.

However, this carpet is not behaving in that way, although they outline it could be an underlay issue.

The indents that were on the carpet 6+ weeks ago are still there, just as pronounced, despite weekly hoovering, with specific attention on these areas. I've attached photos taken this morning. You can compare these with the originals sent four weeks ago. There are new indent images attached, one from 1 kg pot and another from a 2kg table. I will see if after a week in situ these come out when my cleaner hoovers on Wednesday.

As you know I have various other carpets in the house that were supplied and fitted by you. 100% wool and sold for heavy domestic use. No such problem with enduring indents is a problem. Either now and not immediately after fitting.

To take this further I've placed the 3 items that have caused the original indents and left them in situ on the carpets for between 4-8 days. And yes they made an indent, most came out within a day without hoovering and one came out after a normal hoovering process.

It is fair for me to expect the new carpet downstairs to behave in the same fashion as the previous one(s) and the ones upstairs. They are all intended to be of heavy use grade and I think the same manufacturer?

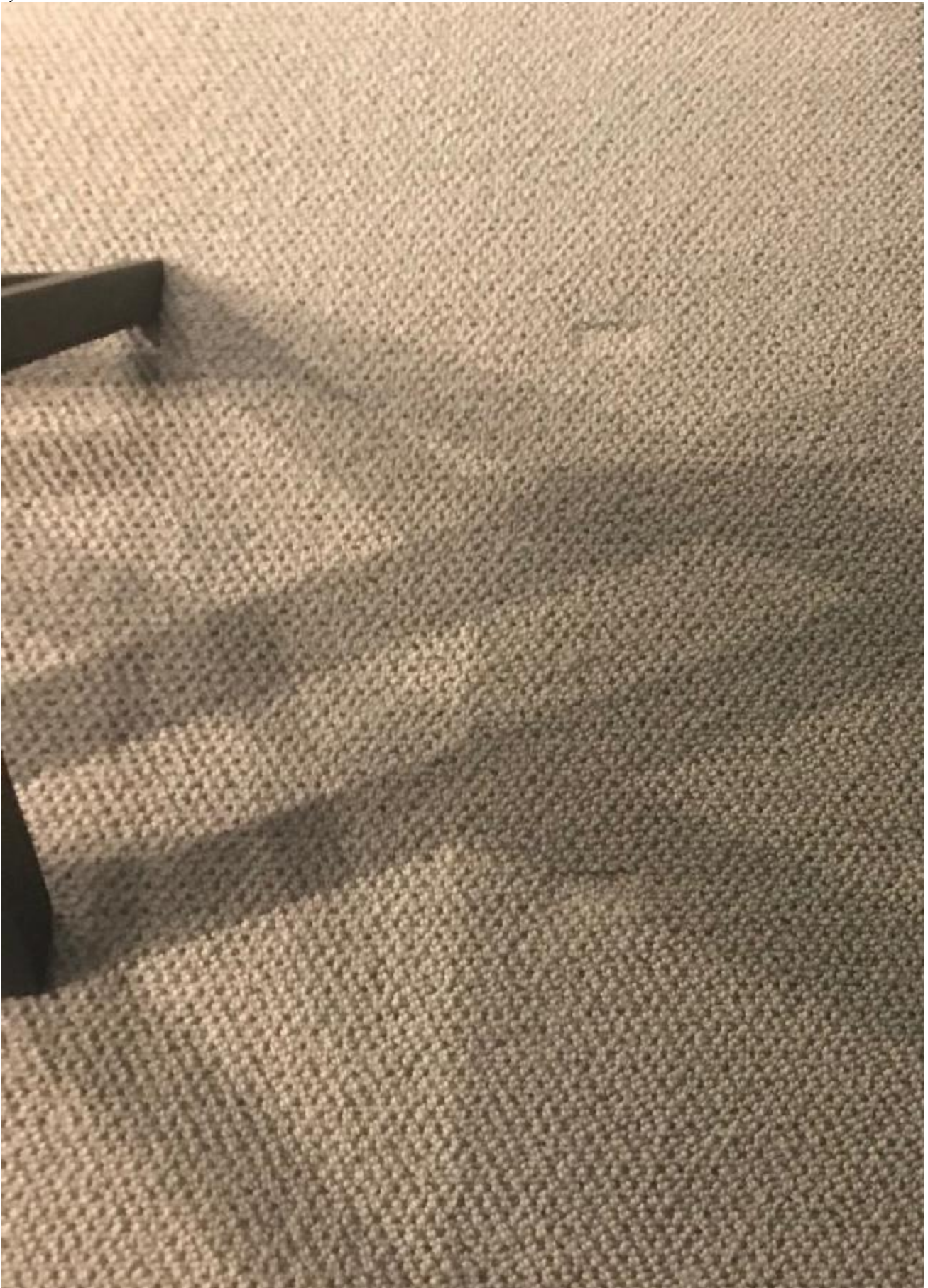
There is clearly a problem here that isn't rectifying in the fullness of time.

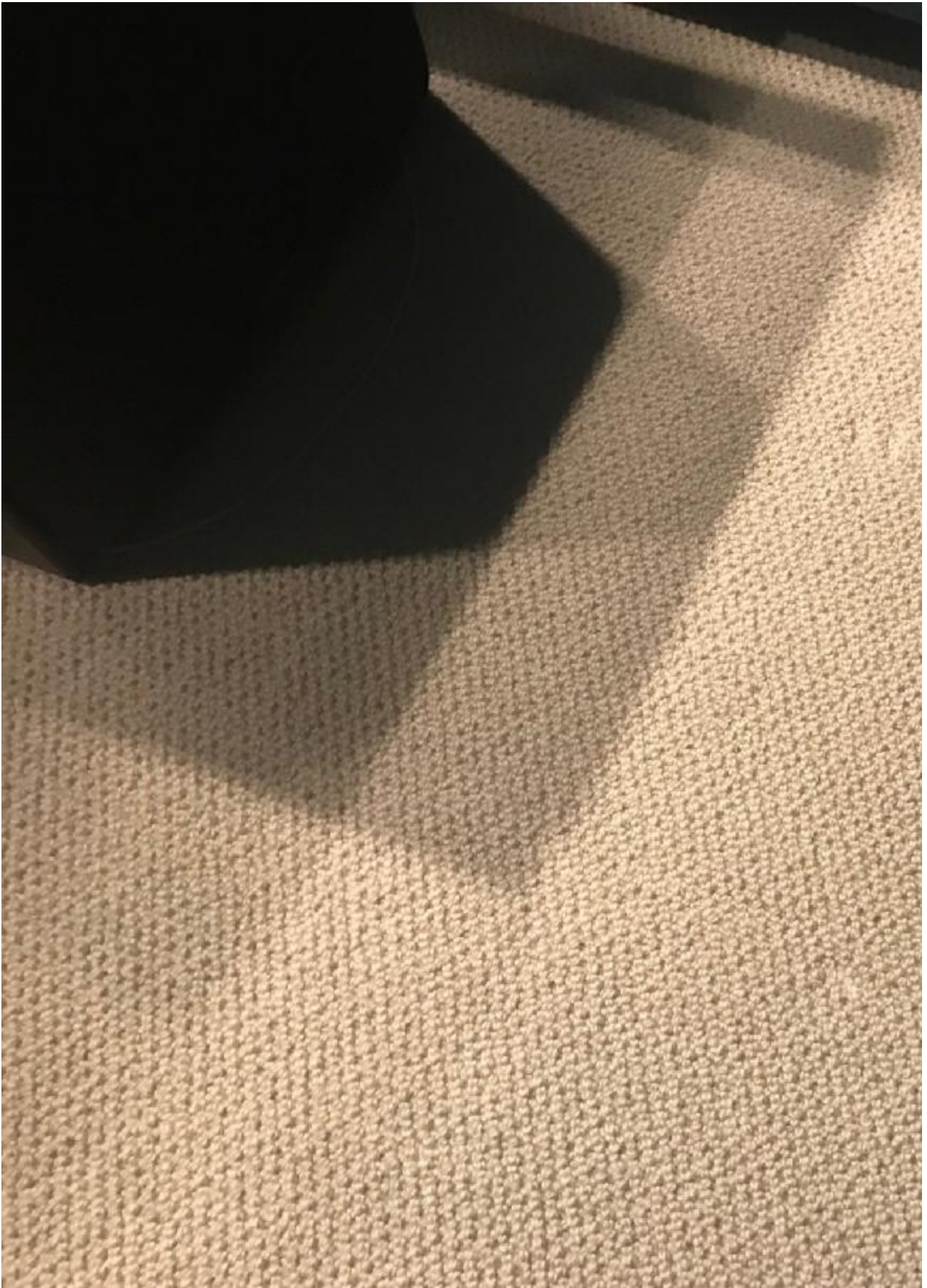
18/10/2018

So where do we go from here? An inspection should be the first step, no?

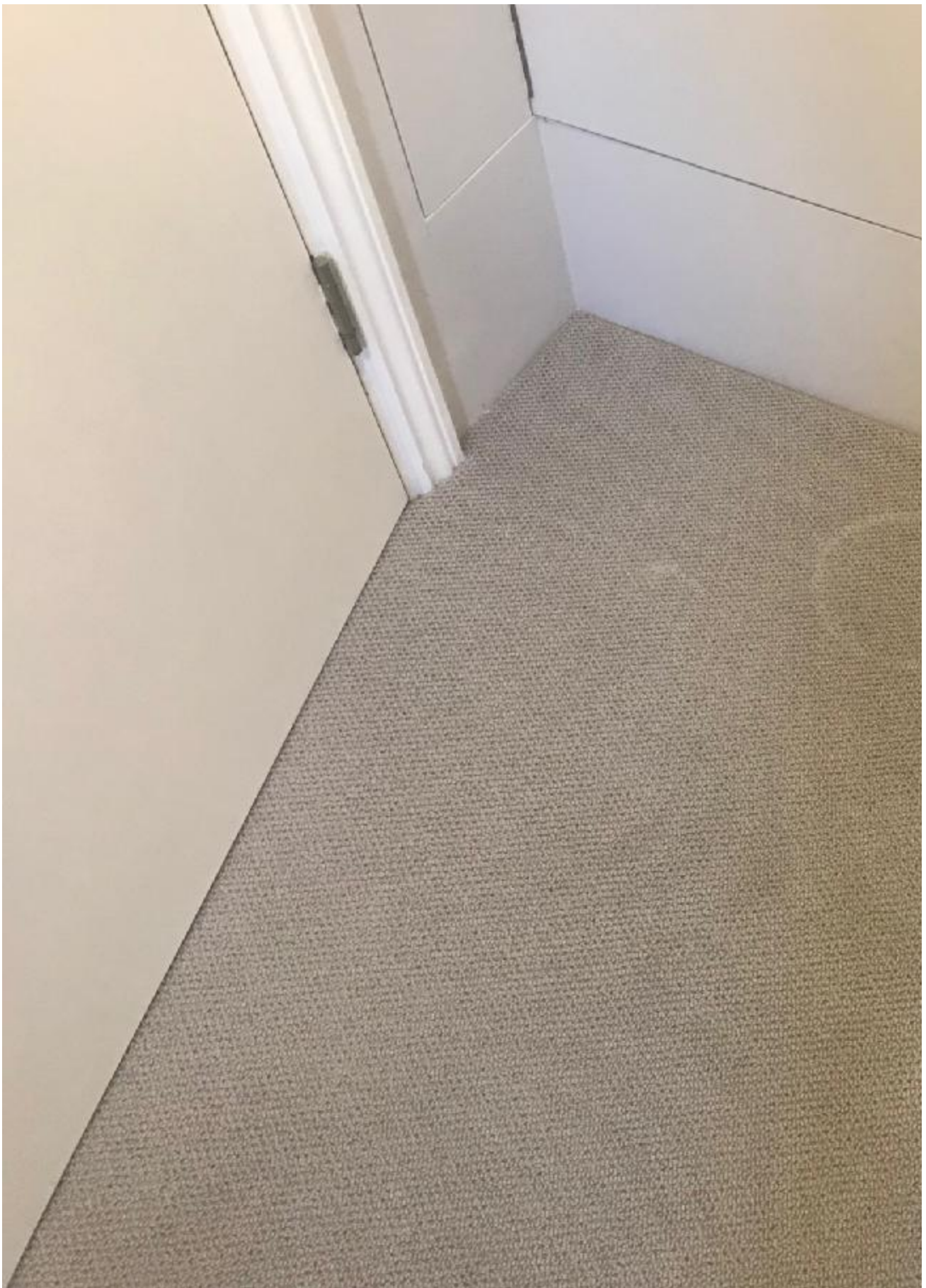
Please come back to me as soon as you are able, as I'm unable to place occasional items on the carpet, which is hampering my use of the rooms.

Thank you
Symon











On Sat, 13 Oct 2018 at 16:24, Jack Barton (Mr Carpet) <jackbarton@mr-carpet.co.uk> wrote:

Hi Symon,

18/10/2018

Please see email response from the supplier below.

When loop pile carpet is subjected to a load it is unreasonable to expect the carpet not to indent. Usually, the longer the load is in place the longer will be the time for the pile to recover. The wider the area any loading is spread then the less impression will be into the surface.

It must be remembered that it is not only the pile that becomes indented but so will the underlay; some underlays will recover quicker than others depending upon the thickness and density.

Often normal maintenance i.e. vacuuming with a cleaner with a rotating brush will speed up recover or using a small hand brush will help.

Unfortunately indentations are not due to any manufacturing defects but are simply from where the pile has become compressed under furniture and will lift with time.

We hope to have been of some help.

Can you advise if the pile has recovered at all since we last spoke?

Do let me know your thoughts.

Best Regards,

Jack

Jack Barton
Mr Carpet Ltd
70 Lower Richmond Road
Putney
SW15 1LL
T: 020 8789 3133
F: 020 8780 2140
E: jackbarton@mr-carpet.co.uk
www.mr-carpet.co.uk

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From: symon meikle [mailto:symon.meikle@gmail.com]
Sent: 04 October 2018 18:40
To: Jack Barton (Mr Carpet)
Subject: Re: Basement carpet

That makes sense. Thanks

On Thu, 4 Oct 2018 at 16:45, Jack Barton (Mr Carpet) <jackbarton@mr-carpet.co.uk> wrote:

Hi Symon,

The complaint has been formally registered with the supplier; they'll be back in touch shortly to advise further.

Usual protocol is for them to have someone inspect the carpet in situ; I will advise what's what as soon as I hear.

All the best,

Jack

Jack Barton
Mr Carpet Ltd
70 Lower Richmond Road
Putney
SW15 1LL
T: 020 8789 3133
F: 020 8780 2140
E: jackbarton@mr-carpet.co.uk
www.mr-carpet.co.uk

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From: symon meikle [mailto:symon.meikle@gmail.com]
Sent: 03 October 2018 17:21
To: Jack Barton (Mr Carpet)
Subject: Re: Basement carpet

Thanks for the update, much appreciated.

On Wed, 3 Oct 2018 at 17:12, Jack Barton (Mr Carpet) <jackbarton@mr-carpet.co.uk> wrote:

Hi Symon,

I had been almost entirely by myself here for the last few weeks so I'm very much under it & to top it off I have been out of action the last couple of days, I'm sincerely sorry I haven't been able to report back to you as swiftly as I'd like & do very much appreciate your patience.

Rest assured I've spoken with higher powers within Mr Carpet & will be back on the case of our supplier tomorrow to see what's what.

I promise I will be in touch tomorrow with an update.

Best Regards & apologies once again,

Jack

Jack Barton
Mr Carpet Ltd
70 Lower Richmond Road
Putney
SW15 1LL
T: 020 8789 3133
F: 020 8780 2140
E: jackbarton@mr-carpet.co.uk
www.mr-carpet.co.uk

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From: symon meikle [mailto:symon.meikle@gmail.com]
Sent: 27 September 2018 20:54
To: Jack Barton (Mr Carpet)
Subject: Re: Basement carpet

Hello Jack

Happy to bear with you, however, not sure what investigative process or stock answer has been taking the last 13 days. If there was a scientific process going on behind the scenes then I'd understand 13 days. There isn't...

As far as I can see the carpet is not of merchantable quality, therefore I expect a remedy to make it so or a replacement that will perform as a high-quality carpet. The same high-quality carpet that I was offered and bought.

Shall we agree to that you'll provide a solution by Wednesday next week.? That's 19 days after I brought the issue to your attention.

If you want to connect me with whoever deals with customer complaints in your company that is also fine.

I'll await your response.

Best
Symon

On 27 September 2018 at 09:38, Jack Barton (Mr Carpet) <jackbarton@mr-carpet.co.uk> wrote:
Morning Symon,

I've advised the manufacturer of the issue & am waiting for a response; I'll give them another chase up today.

Bear with me & I'll report back as soon as possible.

Best Regards,

Jack

Jack Barton
Mr Carpet Ltd
70 Lower Richmond Road
Putney
SW15 1LL
T: 020 8789 3133
F: 020 8780 2140
E: jackbarton@mr-carpet.co.uk
www.mr-carpet.co.uk

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From: symon meikle [mailto:symon.meikle@gmail.com]
Sent: 26 September 2018 09:36
To: Jack Barton (Mr Carpet)
Subject: Re: Basement carpet

Good morning Jack

Do we have a suggested solution?

Symon

On 20 September 2018 at 09:59, symon meikle <symon.meikle@gmail.com> wrote:
I've also tried the hoover on its highest setting using just the hose without attachment and no joy.

Some pictures attached. Including from a dehumidifier, there for 12 hours weighs 9kg.

It really is very strange.

On 20 September 2018 at 09:51, symon meikle <symon.meikle@gmail.com> wrote:
Hi Jack

18/10/2018

The picture of the ring I sent is still there and has been there for 3+ weeks. All indents do not come out no matter how much hoovering is done. Would you like more pictures?

My Hoover is a top of the range Miele, so pretty powerful.

Please let me know way forward.

Thanks
Symon

On 18 September 2018 at 17:41, Jack Barton (Mr Carpet) <jackbarton@mr-carpet.co.uk> wrote:
Hi Symon,

Apologies for the delay, I will need to speak with the manufacturer of the carpet to see their thoughts on this.

I wouldn't say it's unusual for any carpet to compress under an object with a small contact area but for it to not recover at all is a bit odd. I have a very similar style carpet in my lounge at home with small tables & other occasional furniture that sits on it & despite being initially compressed it does return to its original form after a good few days (I find placing a few small bits of ice on the compressed elements aids recovery by the way – worth a shot).

May I ask what type of vacuum cleaner you have? – as some types are better at assisting with this than others.

I expect the reason that you hadn't noticed any compression in the previous carpets was due to them being low-level loops (i.e. not having a pronounced texture to them) so it wouldn't have been apparent.

Best Regards,

Jack

Jack Barton
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[Putney](#)
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From: symon meikle [mailto:symon.meikle@gmail.com]
Sent: 18 September 2018 16:38
To: Jack Barton (Mr Carpet)
Subject: Re: Basement carpet

Hello Jack

Could you come back to me on below. Subsequently, I've had something that weighs about 3kg on the carpet for about two weeks and the indent is there to stay. I intend to purchase moveable occasional tables(about 3kg, which is super light)) in the room however it's going to end up looking like a geometric pattern on the carpet. Which just won't work. Can you outline problem and solution?

Symon

On 14 September 2018 at 00:49, symon meikle <symon.meikle@gmail.com> wrote:
Hi Jack

Hope you're well and have had a good summer.

There's a small issue with the carpet downstairs and I'm wondering how it will pan out in the fullness of time.

Basically, if anything of weight is put on the carpet for any period of time it leaves a fairly serious indent. Key example enclosed in a photo. A drum that weights about 6kg was put on the carpet for about a week, left a mark and even with hovering doesn't come out. It sure is nice to walk upon but seems to have fragility of a, well, fragile fabric. All of my carpets are from you and this has never happened before even with the same drum that has been ensconced on the carpet before the flood. The drum is just the example, most items left for a short period of time leave very noticeable marks.

It's not going to work if everytime something is placed on the carpet it leaves an enduring indentation.

What would you suggest as a practical way forward?

Symon