



# PRODUCT COMPLAINT FORM

Important Please quote this reference

PLEASE COMPLETE AND RETURN TO :

Kersiant Cobb & Co  
Gorsey Lane  
Coleshill  
B46 1JU  
Tel : 01675 433019 -

Date :

18-08-2019

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

Retailer : Name & address

MR CARPET LTD  
299 UPPER RICHMOND RD WEST  
EAST SHEEN, LONDON  
SW14 8QS

Tel : 020 8876 9126

Contact : RICHARD CLOUGH

Account No : 9271

Invoice No : 16655169

Invoice date : 09-10-2015

Consumer : Name & address

MRS P ALLEN  
72 RICHMOND PARK ROAD  
EAST SHEEN, LONDON  
SW14 8LA

Home Tel: \_\_\_\_\_

Work Tel: \_\_\_\_\_

Mobile Tel: 07814-035911

### ABOUT THE CARPET :

Quality PAMPAS NORDIC  
Colour NUUK  
Size 5.90x4m + 3.45x4m  
Pets NOT AT TIME OF FAULT  
Adults 2  
Children 3

Location In house LOFT (NANNY LIVE HERE ONLY)  
Date fitted 17-11-2015  
Type of underlay PU FOAM  
Sub floor WOOD  
Method of fitting. STRETCH

Has the carpet been cleaned since installation ? NO

Images available (tick appropriate box)

Yes

No

Details : \_\_\_\_\_  
Date \_\_\_\_\_ Type \_\_\_\_\_

Retailers inspection report

CARPET HAS PILLING / BOBBLES THROUGHOUT  
TRAFFIC AREAS. THIS FAULT IS NOT IN AREAS  
THAT HAVE NOT BEEN WALKED ON.  
CUSTOMER IS NOT SATISFIED THAT THIS HAS HAPPENED  
TO AREAS USED BY 1x ADULT ONLY WHO DOES  
NOT WEAR SHOES OR TRAINERS. SHEARING RECOMMENDED

In your opinion can this complaint be settled by an allowance ? NO

Suggested allowance ? \_\_\_\_\_

Retailers Signature \_\_\_\_\_

Position \_\_\_\_\_



COMPLETED COMPLAINT FORMS MUST BE ACCOMPANIED BY IMAGES OF THE FAULT,  
PLEASE E-MAIL TO SARAH.RANDELL@HFD COLESHILL.COM