



32 Stadium Studios
Riverside Road
London
SW17 0BA
TEL: 020 8879 0485

E: headoffice@mr-carpet.co.uk

Mr & Mrs Frost
26 Holmesdale Avenue
London
SW14 7BQ

25th April 2016

Dear Mrs Frost

Re: Carpets fitted on order No: S28278 Ullswater Twist ULLS-15.

I am in receipt of your letter dated 19th April and have had time to discuss this situation and review the correspondence and photos exchanged so far between yourself & Richard Clough who is our Sheen Branch Manager and has also been to site to review the installation.

I note from the 5th paragraph of your letter dated 19th April there is no dispute that the carpet fitted to these areas is "consistent with what was ordered". This in itself is conclusive proof that the lounge carpet is as ordered because the lounge carpet was cut from the same roll as the bedrooms. The photos Richard took and sent with his email dated 9th April was using a sample cutting that was posted to you from our sample room at head office which he sent you to confirm that the colour we had fitted was the same colour as ordered. The point the photos demonstrated was that in identical lighting the sample cutting matched the carpet in each area and again was consistent with the order.

In your 11th paragraph you state we are in breach of contract for 3 reasons and I address these points as follows.

1. The description of the carpet is Ullswater Twist ULLS-15 and the cutting sent from a different batch matches the carpet. The sample swatch Richard bought to your home is the same swatch as the one you used to select from initially and it is only due to differences in lighting or décor if the shade of the carpet appears different in the lounge.
2. Any difference in shade due to lighting or décor has no bearing on the quality and the carpet and colour fitted in the lounge is not only the same as ordered but has been cut from the same roll as the bedrooms that even you have acknowledged are as described and ordered.
3. Andy O'Sullivan was the person you spoke to in the branch and booked the appointment with you for the estimator to call to your house. He has confirmed your brief was a carpet that was not too expensive as you would be selling the house in the future, would perform for at least two years and be a neutral colour.

You looked at a few ranges but the Ullswater Twist was bought to your home on Tuesday 15th March. The colour ULLS-15 was selected after you had viewed the sample swatch in your home and it was this colour selection you made in your own home that was ultimately supplied & fitted.

Mr Carpet Ltd has traded successfully in London since 1983 and does not advertise and relies 100% on recommendation and repeat business. I note in fact that you have placed three previous orders with Mr Carpet with your first order being placed in 1998. Under these circumstances and the fact that we have obviously performed satisfactorily in the past giving you the confidence to purchase again I am very disappointed that you have taken the approach you have taken in trying to resolve this matter by trying to transfer blame to us. Therefore I have no option other than to defend our position and can confirm we will NOT be replacing the lounge carpet free of charge as we are not in breach of contract.

Had you taken a different approach then we would of course have taken your customer loyalty into account and may have found a financial compromise for the replacement of the lounge carpet, with an alternative range or colour, that would be satisfactory to both parties but I now find myself in an unpleasant situation, after your threat of legal action, where we are 100% correct in our fulfilment of your order and have completed the contract in a professional and efficient manner.

In conclusion while I am sorry that you are obviously not happy with your colour selection in the lounge now the carpet has been fitted Mr Carpet Ltd has fulfilled its obligations under the contract, Supplied and fitted the carpet as ordered and is in no way legally or morally responsible for your dissatisfaction with the carpet installed.

Yours truly,

David Guyan
Managing Director