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Mrs G Smith
73 Church Road
Epsom
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16th August 2017

without prejudice

Dear Mrs Smith

Re: Carpets fitted at above address

Further to our visit on Monday I am writing to confirm our conversation as promised.

As we explained on site the when Anthony came to check measure the loft room on his second visit, while the walls either end were in place the walls where the eves cupboards were formed were not. Your builder on site advised Anthony that the wall at the top of the stairs was going to run in line with the right hand side of the stairs. This meant the size of carpet required only needed to be long enough to reach over the top step. On arrival to site with the carpet cut to size for the area we had measured the carpet did not reach the wall and the subsequent seam was required. As we supplied materials to accommodate the size we were told I am afraid that we do not feel we can be held responsible for the situation that subsequently occurred.

As I stated even though we do not accept responsibility for the situation I am willing to offer a couple of solutions that may improve the situation for you as a good will gesture.

1. Replace the bedroom carpet with a new piece of carpet without a seam. The cost of the carpet to replace the loft bedroom is £235.00 excluding labour which would be another £90.00. If you wanted to replace the carpet if you pay for the materials in full (£235) we will provide the labour free of charge as a gesture of good will. Please note if you do accept this option the carpet will be from a different dye batch and may not match exactly the carpet fitted on the stairs. We would ask the manufacturer to provide a small current stock cutting for your approval prior to installation.
2. The other option discussed on our visit was to uplift the existing carpet, move it forward towards the stairs and use the waste carpet you have saved to put a seam at the head of the bed so it is not visible at the top of stairs. As stated on site if you do select this option we will provide the labour and seaming tape free of charge as a gesture of good will. Please note if you do accept this option the carpet you have needs to be checked that the pile direction is running the correct way. If the carpet you have stored is not running in the correct direction it can look a different shade. We would suggest if this is your preferred choice that you find the carpet and lay it on top of the existing carpet first. After we left another thought came to mind if you take this option. The carpet currently under the bed will move approximately 30cm nearer the banister rail. The pile under the bed hasn't been walked on and this will then become visible at the end of the bed. This pile will settle after it has been walked on for a few weeks but initially it will be obvious if we move the carpet forward.

We will wait to hear if you want to proceed with either of the above options but if we do not hear from you by the end of August we will assume that you will not be proceeding with either option.

Yours sincerely

David Guyan Managing Director