

Andrew Ward  
18 Empress Avenue  
London  
E12 5ES

andywad50@gmail.com

To Mr A O'Sullivan  
Sales Consultant  
'mrcarpet'  
299 Upper Richmond Road West  
East Sheen  
London  
SW14 8QS

16 February 2018

### **Re. Problem with Wood Flooring**

Dear Mr O'Sullivan

You will be aware that I contacted you (via e-mail) on 4 Feb 2018 to highlight a problem I have encountered with wood flooring purchased from you in August 2016. This contact followed an initial phone call to you made by my wife. Photographs and other details have subsequently been provided.

You subsequently e-mailed me on 6 February and indicated, in effect, that to pursue my complaint about the product that I purchased from you I would need to deal with V4 - the company that supplied the product to you. You also suggested that to pursue my complaint I would need to pay an initial deposit of £250:00, and a further sum of £250:00 if an inspector appointed by V4 determined that the product was not faulty.

Following this e-mail, I contacted the Citizens Advice Consumer Service (CACS), as the proposed complaints procedure appeared to me to be unreasonable. I am in receipt of advice from (CACS) which confirms that this is the case. To be precise: in purchasing the goods from yourself for a specific price, you have entered into a contract with me. This means that complaints or remedies should be pursued with your company (Mrcarpet) and not the supplier of goods to you (V4 in this instance). I was further advised that this complaint should be initiated in the first instance by writing to you.

Following receipt of this advice I contacted your store (by phone) on 15 February and spoke with Richard, and indicated that I would therefore be writing to you.

Richard indicated that MrCarpet is a member of a trade federation called The Carpet Foundation (TCF). Richard also said that despite its name, TCF's remit does also cover issues related to the supply of hard flooring by TCF members. I have looked at TCF's web-site and I note the following:

#### **CONSUMER COMPLAINTS PROCEDURES**

- Whilst the vast majority of carpet supplied by Retail Members will be free from any manufacturing or installation faults, occasionally, usually due to human error, faults can

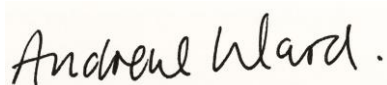
occur. If consumers believe they have a complaint concerning the quality of the carpet, the installation, the advice given, the standard of service or any other aspect of the completion of their order they should use the following complaints procedure:-

- In cases of complaint about the carpet or its installation
- The consumer should refer any complaint to the Retail Member within a reasonable time
- The Retail Member will arrange to inspect the carpet as soon as possible but within 7 working days of referral (subject to the consumer's availability).
- After carrying out a site visit the Retail Member will consider the details of the complaint and report his findings to the consumer within 7 working days.
- In cases where fitting faults are diagnosed in an installation carried out by an Independent Carpet Fitter (paid directly by the consumer) the consumer will be required to take up the matter directly with the Independent Carpet Fitter. This complaints procedure and subsequent Conciliation and Arbitration procedures will **not** apply in such cases.
- If the Retail Member believes there is evidence of a manufacturing fault a representative of the manufacturer will be invited to carry out a further site visit. This will be organised as soon as possible but within 10 working days of stage (3) subject to the availability of the parties. Retail Members will ensure that manufacturers report back on the findings from the visit within 28 days (unless extenuating circumstances prevent this).
- The Retail Member having considered the manufacturer's findings will report back to the consumer within 7 working days of receiving the manufacturer's report. If product testing is required this process will take a little longer.
- The findings of the Retail Member will be communicated to the consumer in clear, concise and user friendly language in writing.
- In cases where the consumer wishes to use a representative or observer to help with dealing with a complaint the Retail Member will agree.
- Most complaints will be settled between the consumer and the Retail Member using this procedure. However if the consumer does not agree with the decision of the Retail Member the matter can be referred to the Conciliation Procedure.

Taking all of the above into account I am now writing to formally lodge a complaint about wood flooring supplied to me by your company and which has developed a fault which may be indicative of an inherent defect: photographs previously supplied indicate the nature of the issue. To the best of my knowledge the goods were installed in a manner compliant with the installation guidelines supplied with the goods. The product used was EP103, order S28674 delivered to my property in September 2016 and installed in October 2016.

I assume that as a member of TCF you will follow the complaints procedure shown on their web-site (and copied above) and so I look forward to hearing from you at your earliest convenience.

Regards

A handwritten signature in black ink that reads "Andrew Ward." The signature is written in a cursive style and is placed on a light yellow rectangular background.

Andrew Ward