



Customer Services  
Telephone 01204 881213  
Fax 01204 888154  
customerservice@cormarcarpets.co.uk

**GREENWOOD & COOPE LIMITED**

Date: **10/07/17** Our Ref: **201990/001**  
To: **Sir/Madam**  
Company: **Mr Carpet Limited**  
Fax Number: **02089475432**

**NUMBER OF SHEETS SENT (INCLUDING COVER SHEET): 1**

**If this facsimile is incomplete or illegible, please contact the sender as soon as possible.**

Dear Sir/Madam

Re. Complaint: CID 201990 / Shah / Sensation Ventura Opal 5M S/B

We write to inform you that an independent inspector has recently inspected the above installation and has reported accordingly.

The report states high tufts in the master bedroom and dressing room.  
We can offer an allowance of £500 + VAT or alternatively a replacement in an effort to settle this claim.

**Please note** this offer will be valid for 7 days from the date of this fax.

Unfortunately if we do not hear from you within 7 days this offer will be deemed to have lapsed.

In this instance, if the carpet is replaced, we would not require the original carpet back.

We look forward to hearing from you in due course.

Regards,

Melissa Smith  
Customer Services Department