

**Best Wool Carpets bv**  
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## ***Complaint Report***

**Messrs. Mr. Carpet.**  
**Stadium Studios,**  
**Riverside Road,**  
**London, SW19 0BA.**

**7th January 2019**

**Att: Mr. Andy O'Sullivan.**

**Our ref: Best 10231**

**Your ref: Mrs. Porter.**

**Consumer: Mrs. S. Porter.**  
**15, Willoughby Road, Kingston, Surrey, KT2 6LN.**

**Goods: Seasons 100% Wool Loop 5.00 X 2.35 & 3.45.**

**Complaint: Pile fluffing.**

**Without prejudice.**

Dear Andy,

We have received a report in respect of the above complaint from an independent inspector, and herewith forward his comments for your attention.

The carpet is fitted to a master bedroom and small guest bedroom on a foam underlay and gripper fixing, and was installed during April 2018. There are two adults and two children in residence, and the carpet is maintained by the use of a "Miele" cylinder vacuum cleaner with a suction only cleaning head.

The complaint is confined to one side of a bed in the master bedroom, located in the walkway from the entrance doorway towards the right hand side of the bed. In this area there is evidence of moderate pilling of the pile surface, retained to the carpet by a small number of filaments from the loop structure. The guest bedroom appears to be unaffected most likely due to infrequent use.

It should be noted that all woollen pile carpet will shed fibres in the early stages of use, this is not a manufacturing fault and should be taken away by the use of a good quality vacuum cleaner in good working order, and with the brushes set in order not to damage the pile of the carpet.

In this case it is noted that the consumer has a "Miele" vacuum cleaner which was most likely sold with a turbo brush attachment. In this event it is suggested that the turbo brush is used on the carpet in order to remove the initial pile fluffing, which it is felt should help to resolve the matter.

We hope our comments and actions will have helped resolve the complaint.

With regards.

Yours sincerely,

Tony Clark.  
for: Best Wool Carpets.

Copy: Mr. Jeroen Timmermans. Mr. Peter Bowman. Mr. David Bowman.

