

VICTORIA CARPETS®

Established 1895

Worcester Road, Kidderminster, Worcestershire DY10 1JR England


Telephone: 01562 749620

PLEASE EMAIL THIS QUESTIONNAIRE TO: cm@victoriacarpets.com or Fax: 01562 749349

Registered in England No. 1178175

CARPET COMPLAINT QUESTIONNAIRE

Please note if no evidence of a manufacturing defect can be found after our investigation, any costs incurred by Victoria Carpets Ltd will be re-charged to the relevant company.

Complaint reference no	
A/C number 179693	Consumer MRS DICKINSON
Retailer MR CARPET LTD	Address 24 TEMPLE SHEEN
Address 299 UPPER RICHMOND ROAD WEST	EAST SHEEN
EAST SHEEN. LONDON	LONDON
Post Code SW14 8QS	Post Code SW14 7RP
Tel No: 020 8876 9126	Tel No: (day) 07711-772335
Contact Name: RICHARD CLOUGH	Tel No: (evening)
Email address: SHEENBLANCH@MR-CARPET.CO.UK	
Invoice No 00982925	Invoice date 25-07-2019
Product TUDOR TWIST 40	Colour/Design COOL IVORY
Sizes ONLY 4.70 x 5. CURRENTLY AFFECTED. ALSO 2.70, 3.15, 3.75 + 3.90	Dated fitted 10 TH + 11 TH AUGUST
Complaint description MOTH DAMAGE. CARPET EATEN ALONG 2 x WALLS WITH LIVE LARVAE AND EGGS PRESENT.	
Date of Complaint 21-03-2019	Date of retailers inspection 20-03-2019
Room(s) 5 BEDROOMS	No of occupants 5
Fitting method STRETCH FITTED	Pets CAT
Underlay form None	<input checked="" type="checkbox"/> New <input type="checkbox"/> Existing
Vacuum cleaner type ?	Frequency of vacuuming ?
Subfloor type	
Stain resist treatment NO	Carpet cleaned MOTH SPRAY USED WHEN PRESENT
Applied by N/A	By whom CUSTOMER
Retailers inspection findings All complaints must be inspected by the retailer before completing this form	
Name: RICHARD CLOUGH	
Signed: 	Date: 21-03

Any further information, including a diagram of the installation and/or photographs should be attached where possible. *Your attention is drawn to the recommendation that the carpet should be installed according to BS 5325 and that the underlay should conform to BS EN 14499.*

Please note that should a replacement be needed, we offer £3.50 m2 for any refitting costs.