

Account

Company Name	Mr Carpet Ltd
Address Line 1	Unit 32 Riverside Road
Address Line 2	London
Address Line 3	
Postcode	SW17 0BA
Alc Code	MIS001
Tel	0208 876 9126
Fax	
Contact name	anthonyrckard@mr-carpet.co.uk
e mail address	

Store (Only to be completed where different to account)

Company Name	
Address Line 1	
Address Line 2	
Address Line 3	
Postcode	
Contact Name	
Tel	
Fax	

Date complaint form sent: 8th June 2017

Carpet Details (for each piece)

Ref. Range & Colour	Length	Width	Backing	Cornmar Ord/Inv No	Customer P/Order Ref
AVERBUM DARKWOL DUNE	30	5M	Jute	501416	520897 S29470
ISSUE RELATES TO 5.50 x 5M PIECE FROM THIS					
NOVA					

Consumer (if applicable)

Contact Name	Mr J Thral
Address Line 1	36 Westfields Avenue
Address Line 2	
Address Line 3	London
Postcode	SW13 0AU
Tel (Home)	
Tel (Work)	
Tel (Mble)	#
Occupants at address: Adults	2
Children	2
Pets	0
Vacuum Type (Upright / Cylinder)	
Vacuum Age	
Price paid for carpet (inc. Fitting and underlay Yes/No)	

Installation (if applicable)

Date Fitted	10/02/2017	NB This date must be supplied to avoid delay	
New underlay?	Yes	Underlay Type	Wool Felt 4202
Method of fitting	Tackless		
Type of floor	WOOD		
Room(s) carpet fitted	STAIRS		
Was advice given on shading at point of sale?	NO	Was advice given on flattening at point of sale?	NO
Was advice given on colour-matching at point of sale?	NO	Has the carpet been cleaned or treated since installation?	NO

PLEASE ENTER FAULT DETAILS BELOW

The upstair-house was fitted with sensations, but was ordered by the householder. The purchasers Mr & Mrs Shah reported faults in the carpet. I visited the ground floor carpet area of high traffic that I managed to tap most of successfully but after tapping the fault in the master bedroom next to the high traffic appears to be a row of low faults about 3m long that are still visible.

SOLING IN THE CARPET IN 3 SEPARATE AREAS WHICH WERE APPARENT @ TIME OF FITTING

(A full description of the nature of the fault can speed-up the processing of this complaint)