



BROCKWAY

KIDDERMINSTER

KIDDERMINSTER TRADING ESTATE, SPENNELLS VALLEY ROAD
KIDDERMINSTER, WORCESTERSHIRE DY10 1XS, ENGLAND
Telephone: Admin 01562 824737 Sales 01562 828 200
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CUSTOMER SERVICE ENQUIRY FORM

Until this Form is fully completed no Action or Inspection can be arranged

Our Ref:

Your ref:

Date:

Wholesalers name and Address:

Telephone No: Fax. No: Contact:

Retailers Name and Address:

Telephone No: Fax. No: Contact:

Consumers Name and Address:

Telephone No.(Home) (Work)

Carpet Details:-

Quality: Colour:

Total Size of Installation: Size of Carpet under Complaint:

Your Order Number: Our invoice Number and Date:

Fitting Details:-

Date fitted: Method of fitting:

Floor Type: Type of Underlay:

General Information:-

Number of People in Household: Pets (if any)

Area under Complaint: Areas in which Carpet Fitted:

If stairs, has carpet been moved to equalise wear as BS5325?

Has the Carpet been anti stain treated e.g. Scotchguardsm?

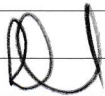
Please give overleaf the name of the person inspecting the carpet on your behalf and details of his report and his assessment of the complaint.

REPORT

When providing a sample for testing please ensure it is as close to A4 size as possible.

THERE IS A SMALL ROW OF MISSING TUFTS (SEE IMAGE ATTACHED TO EMAIL) THIS WAS SPOTTED IN THE MIDDLE OF THE CARPET WHEN UNFOLDING IN THE ROOM. NO FURNITURE WAS PRESENT IN THE ROOM SO THE FAULT COULD NOT BE LOST

Signature:



Name in Block Capitals:

RICHARD CLOUGH

Date:

24-05-2018

Please note that we are unable to take any further action until you own Representative has inspected this installation.