

CRUCIAL TRADING

Where Inspiration Begins

26 September 2025

Mr Carpet Ltd
Unit 19 Riverside Road
Tooting
London
SW17 0BA

For the attention of Anthony

Dear Anthony

Complaint Number 502641 – Mr and Mrs Epton

I am in receipt of your complaint notification and images in relation to a quantity of our Wool Oregon, colour VP101 Pepper supplied to your above, mentioned customer in October of 2019.

The complaint reported is one of the carpet having worn excessively on the stairs.

We can clearly see, from the images provided, that the carpet pile is wearing on the stair nosings, which is consistent with focused frictional and twisting forces from localized traffic.

Stair nosings are areas of frequent and concentrated use and are subject to extreme friction which can cause the carpet on these areas to wear up to five times faster than the surrounding surfaces which are flat areas.

Any steps and nosings which show extreme wear can be re-covered. As per BS 5325:2001, 'where shifting is not possible, consideration should be given to the retention of sufficient materials for subsequent replacement of areas of high wear'.

The complaint reported is not a defect in the manufacture of the material and has been caused from localized foot traffic after six years of usage; therefore, we are unable to accept this as a genuine complaint.

However, if there are any further questions, please don't hesitate to contact me.

Yours faithfully



Gemma Fletcher
Customer Services

Relay Park, Relay Drive, Tamworth, Staffordshire, B77 5PR

Sales Tel: 01827 831 457 E-mail: enquiries@crucial-trading.com Website: www.crucial-trading.com