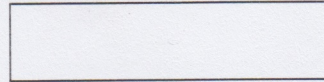


CRUCIAL TRADING

Where Inspiration Begins

PRODUCT COMPLAINT FORM



PLEASE COMPLETE AND RETURN TO:

Relay Park
Relay Drive
Tamworth, Staffordshire
B77 5PR
Tel: 01827 831496

We would respectfully point out that we cannot process an enquiry until an inspection has been carried out by the retailer.

Retailer Name and Address

MR CARPET LTD
299 UPPER RICHMOND ROAD
WEST - EAST SHEEN -
LONDON - SW14 - ~~880~~ 8QS

Tel: 0208 876 9126

Contact: ANTHONY

Email: SHEENBRANCH@MRCARPETLONDON.CO.UK

Account Number: 7355

Invoice Number: NOT SURE - TBC

Consumer Name and Address

MR + MRS EPTON
37 LANCASTER PARK
RICHMOND UPON THAMES
TW10 - 6AD

Home Tel: _____

Mobile: 07768 736 236

Email: TBC

Invoice Date: TBC

ORDERED 07/08/19 DELIVERED 02/09/19

ABOUT THE CARPET

Quality: OREGON PEPPER

Colour: PEPPER

Size: 8.00 x 4.00

No of Pets: x

No of Adults: 2

No of Children: _____

Location in House: S + LANDINGS

Date Fitted: 25/10/19

Type of underlay: CRUMB / RUBBER

Sub Floor: FLOORBOARD

Method of Fitting: STRETCH FIT

Vacuum Cleaner Type: _____

FELT COMBI

Has the carpet been cleaned since installation Yes / No (Delete as appropriate)

If Yes, Date of Clean _____

Yes / No (Delete as appropriate)

Type of Clean _____

Images available (tick appropriate box)

Yes

No



Retailers Inspection Report:

CUSTOMER HAS COMPLAINED OF AREAS OF PRE-MATURE WEAR. DOES NOT WEAR SHOES INDOORS.

I AGREE WEAR IS PRE-MATURE CONSIDERING QUALITY + VALUE OF PRODUCT

In your opinion, can this complaint be settled with an allowance? Yes No

If Yes, Suggested Allowance _____

Completed complaint forms must be accompanied with images of the fault. Please email to marie.york@hfdtamworth.com