

Customer Service Concern Form

Complete all details in each section and check boxes, save and return to
 email: customerservices@westexflooring.com or fax: 01274 873266

Westex Order / Invoice number or PO number		680118	
Retailer	Account Number	MCA02	
Postcode	Contact Number	0208 876 9126	
Email address	SHEEN@LANCH@MR-CARPET.COM		

Consumer name	MRS ALISON SAH		
Consumer address	18 FTZGERALD ROAD		
Consumer headline no:	Consumer mobile:	07766 781 172	
Customer email			
No. of adults:	No of children	No of pets	Type of pet
2			

Fitting date	Fitting method	(if known)
28/11/20		
Underlay type	CUMBS RUBBER / FIB COMBI	
Subfloor	Concrete	Ply
Wood		
Vacuum type	Other	

Has inspection been carried out by the store?	Yes	No
Date of inspection:	30/11	

Brief description of the concern raised:
 SERIOUS FAULT LINE IN PILE OF CRT IN 4.70 x 4m PIECE OF ORDER. PHOTO PROVIDED

PLEASE NOTE: PHOTOGRAPHIC EVIDENCE MUST BE PROVIDED