

Help us to avoid unnecessary delays by supplying us all relevant information to your complaint including photographs.

CLAIM DATE : 22/01/25

YOUR CLAIM REFERENCE : S32578

- | | | |
|---------------------------------------|---|--|
| <input type="checkbox"/> Sheet vinyl | <input checked="" type="checkbox"/> Design Floor/LVT | <input type="checkbox"/> Before installation |
| <input type="checkbox"/> Carpet Tiles | <input type="checkbox"/> Xtrafloor accessories | <input type="checkbox"/> After installation |

Contact details

Your company name : MR CARPET LTD

Contact person : name : ANTHONY RICKARD

telephone : 0208 878 9126

email : SHEENBRANCH@MR-CARPET.CO.UK

~~Contact~~ installer name + telephone : ROY HERRIDGE

End user name + address : MR + MRS HARGEST

telephone : 07970 930 629

email : NEIL.HARGEST@JSMGROUP.COM

Admin. details

IVC invoice number & invoice date : 921004/181

Material description : LAYRED EIR COUNTRY OAK 54991

Roll number : X

LVT-batch+ID number printed on box : UNKNOWN

Identification number on reverse of product: UNKNOWN

Carpet Tiles : dyelot : X

Description of the problem : PRODUCT POPPING OUT OF LOCKING SYSTEM IN MULTIPLE PLACES

Date of installation : 09/09/21 - 13/09/21

Date problem noticed : 09/01/25

Size of installed area in m² : 61m²

Size problem area in m² : WHOLE AREA

Where possible, please submit all costs related to your claim. Once your claim has been handled, we will not accept any additional costs.

Form | COMPLAINT REGISTRATION FORM

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Installation details

Areas floor installed in :

Residential Commercial

1 Subfloor substance : concrete anhydride wood tiles raised access floor cementitious screed
 anhydride screed other :

Age of subfloor : < 1 YEAR > 1 YEAR

Moisture level before installation : (attach original report) + method measurement :

Ground level direct to earth YES NO Actual moisture level :

Damp proof membrane : YES NO UNKNOWN

Type of levelling compound + when was it applied : EXISTING PLM

Subfloor and ambient temperature during installation (attach original report)

Subfloor and ambient temperature range during use : min/max

2 Type of installation :

Rolls

LVT

Adhered : adhesive (type+brand) :

Adhered : adhesive (type+brand) :

Loose lay : YES NO

Loose lay : YES NO

Perimeter fixed : YES NO

Underlay used : YES NO

Carpet Tiles

type/brand :

Adhesive/tackifier (type+brand) :

Flex lock : YES NO

Other :

3 Period of acclimatization:

Perimeter Expansion gaps : 6mm mm (attach pictures)

GAP AROUND FIREPLACE PICTURE PROVIDED

Floor Heating type and brand : UNKNOWN

Embedded in screed ?

Subfloor / ambient temperature range during use post install :

Required:

- overview room of installation one to four pictures clearly showing the problem

- outside picture of building/ house video be to sent separately

Last update : 3/01/2024
We can only handle your complaint if this form is complete

TERMS:

In order to avoid confusion, we kindly remind you that the complaint **ALWAYS** needs to be judged first by the distributor or retailer. Only if the distributor or retailer judges that the complaint may be justified as a product or production failure then we reserve the right to escalate the claim to the next level. According to the warranty conditions, we may ask for representative samples to be sent to us or we may suggest organizing a claim inspection. If it is determined that the complaint is / was NOT justified we will charge & send you an invoice for the cost's involved to investigate the complaint. This cost is to cover the incurred inspection costs only and agreements on this need to be signed prior to any such inspection taking place.