

PRODUCT COMPLAINT FORM

Date: 4/2/22

PLEASE COMPLETE AND RETURN TO:

Relay Park
 Relay Drive
 Tamworth, Staffordshire
 B77 5PR
 Tel: 01827 831496
 Fax: 01827 831425

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
 London
 SW14 8QS
 Tel: 020 8876 9126
 Contact: Jack Barton
 Email: jackbarton@mr-carpet.co.uk
 Account Number: 2114
 Invoice Number: 3114584

Consumer Name and Address

Mrs Katie Tillotson
 117 Lower Richmond Road
 London
 SW14 7HX
 Home Tel: _____
 Mobile: 07969 051791
 Email: _____
 Invoice Date: 21/10/21

ABOUT THE CARPET

Quality: Natural Rib
 Colour: Tusk
 Size: 3.50m, 4.50m, 8.00m x 4.00m wide
 No of Pets: 1 Dog
 No of Adults: 2
 No of Children: Unknown

Location in House: 2 Beds, Stairs & Landings
 Date Fitted: 23/11/21
 Type of underlay: 10mm PU Foam
 Sub Floor: Timber
 Method of Fitting: Traditional Stretch Fit
 Vacuum Cleaner Type: Upright

Has the carpet been cleaned since installation ~~Yes~~ / No (Delete as appropriate)
 If Yes, Date of Clean _____
 Type of Clean _____

Images available (tick appropriate box)

Yes	No
<input checked="" type="checkbox"/>	<input type="checkbox"/>

Retailers Inspection Report:

Carpet severely pilling, has been laid since 19/11/21, regularly vacuum cleaned & well maintained.

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