



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
London
SW14 8QS
Tel: 020-8876-9126
Contact: Jack
Email: jackbarton@mr-carpet.co.uk
Account Number: 9271
Invoice Number: 18516392

Consumer Name and Address

Mr & Mrs Howell
2 Coval Road
London
SW14 7RL
Home Tel: _____
Mobile: 07768-156172
Email: _____
Invoice Date: _____

ABOUT THE CARPET

Quality: Pampas Nordic
Colour: Gothenburg
Size: 4.75 x 5.00m
No of Pets: N/A
No of Adults: 2
No of Children: Unknown

Location in House: Top Floor Bedroom
Date Fitted: 05/02/22
Type of underlay: 10mm PU Foam
Sub Floor: Timber
Method of Fitting: Traditional Stretch Fit
Vacuum Cleaner Type: Unknown

Has the carpet been cleaned since installation Yes / ~~No~~ (Delete as appropriate)
If Yes, Date of Clean 07/02/22

Type of Clean Spot Clean (SEE REPORT BELOW)

Images available (tick appropriate box)

Yes No

Retailers Inspection Report:

Carpet rolled out on site & had a number of bits of greasy fluff on it which had left oily marks (see attached images).
We had undertaken a spot clean on the next working day to resolve the issue as the marks seemed to be on the top of the pile.
Customer got back in touch 8/2/22 (am) to advise that the clean had not been successful,
We request a replacement piece as soon as possible.

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