

25 November 2022

Mr Carpet (London) Ltd
Unit 19
Riverside Road
London
SW17 0BA

For the attention of Jack

Dear Jack

Complaint Number 88998 – London Bone Company

I am writing further to your complaint notification regarding a quantity of our Bakerloo, colour Queens Park supplied to your above, mentioned customer.

It is understood that the customer has reported that the carpet smells.

With modern carpet production, some natural coloured yarns are not dyed and so the natural ‘animal’ smell from wool is not masked by the smell of the dye. This smell is found to be unpleasant to some people, as most of us are used to the odour of dye, but not the natural smell of wool.

The speed and packaging of our carpet manufacture is such that any odour produced in manufacture can become contained until the carpet is fitted in the house and then the carpet can only be ventilated at floor level, so the odour can then be retained for a longer period.

However the backing cloth/material in Telenzo products now contains Ceneva which is the latest treatment to a backing material which actually reduces odours and is free of SBR,s which can and did give off unpleasant odours.

It is fair to say that any individual’s assessment of a smell is a personal opinion and biased towards what that individual judges to be normal within the context or his or her experience and their own reaction to any odour.

It is unlikely that the odour is a defect in manufacture and is more likely to be the new odour commonly produced during the manufacture of the carpet which has become trapped into the carpet. Usually with time and usage the effects should dissipate.

Telenzo Carpets

Relay Park, Relay Drive, Tamworth, Staffordshire B77 5PR Sales:

01827 831497 | Accounts: 01827 831 505

E: sales@telenzocarpets.co.uk | www.edeltelenzocarpets.co.uk

Member of HFD Ltd.

Registered Office: Gorsey Lane, Coleshill, Birmingham B46 1JU, England. Registered in England No. 2674152



Odours are easier to release when the carpets are used and the room is ventilated, keeping the room temperature high and ventilating the room well, but not from humid air, may help eliminate the odour more quickly.

The use of chemicals to absorb odour can be effective, such as hormone suppressant sprays like Neutradol or Frebeze as they eliminate the smell on a molecular level.

Increased use of the room through walking and vacuuming will help to release the odours that become trapped in the carpet, once released into the air, the ventilation of the room will allow these odours to disperse through diffusion, as the air molecules inside and outside move around constantly, spread out and equalize, reducing the concentration of the odour within the room.

As such, we feel the less the room is ventilated and used, the longer it will take the odour to dissipate, by changing these factors the odour will be released more quickly and given the smell was deemed not to be a bacterial smell, there is only a finite amount of odour causing molecules, so the smell will not get worse over time.

However, we take on board your customers concerns and clearly they have left the carpet as long as they feel necessary for the odour to disperse, yet this has not yet happened.

In view of this, we are prepared to collect the material back for a full credit, to assist in the settlement of this complaint.

Please confirm acceptance of this offer and the necessary arrangements can be made.

We shall await to hear from you in due course.

However, if there are any further questions or if I can be of any further assistance, please don't hesitate to contact me.

Yours faithfully



Gemma Hamilton-Smith
Customer Services

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