



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 (LONDON) LTD
299 UPPER RICHMOND ROAD WEST
SHEEN
LONDON, SW14 8QS
Tel: 020 8876 9126
Contact: JACK
Email: JACK@MRCARPETLONDON.CO.UK
Account Number: 382
Invoice Number: 3229547

Consumer Name and Address

THE LONDON BONE COMPANY
54 ULSWATER ROAD
BARNES
LONDON, SW13 9PN
Home Tel: _____
Mobile: 07831-651830
Email: susie@susiewebb.co.uk
Invoice Date: _____

ABOUT THE CARPET

Quality: BAKERLOO
Colour: QUEENS PARK
Size: 350 x 400
No of Pets: 1
No of Adults: 2
No of Children: UNKNOWN

Location in House: STAIRS & LANDINGS
Date Fitted: 27/7/22
Type of underlay: RUBBER
Sub Floor: WOOD
Method of Fitting: SMELCH FIT
Vacuum Cleaner Type: UNKNOWN

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 type="checkbox"/>	<input checked="" type="checkbox"/>

Retailers Inspection Report:

CUSTOMER REPORTED URINE ODOUR SHORTLY AFTER
INSTALLATION WITH THE EXPECTATION THAT THIS WOULD
DISSIPATE WITH TIME. UNFORTUNATELY THIS HAS NOT BEEN
THE CASE AS I VISITED THE PROPERTY & THE ODOUR IS STILL
PRESENT. REPAIR/REPLACEMENT REQUIRED.

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