

VICTORIA CARPETS®

Established 1895

Worcester Road, Kidderminster, Worcestershire DY10 1JR England

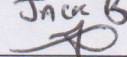
Telephone: 01562 749620

PLEASE EMAIL THIS QUESTIONNAIRE TO: CM@victoriacarpets.com or Fax: 01562 749349

Registered in England No. 1178175

CARPET COMPLAINT QUESTIONNAIRE

Please note if no evidence of a manufacturing defect can be found after our investigation, any costs incurred by Victoria Carpets Ltd will be re-charged to the relevant company.

Complaint reference no	
A/C number 199123	Consumer Mr CONSTANTINE
Retailer Mr CARPET (LONDON) LTD	Address 7 WEST HAY GARDENS
Address 299 UPPER RICHMOND ROAD WEST LONDON	LONDON
Post Code SW14 8QS	Post Code SW14 7RU
Tel No: 020 8876 9126	Tel No: (day) 07885 - 680204
Contact Name: JACK	Tel No: (evening)
Email address: SHEENBRANCH@MRCARPETLONDON.CO.UK	
Invoice No 0220243	Invoice date 4/8/22
Product SISAL Weave - SWCO4 FLAXEN	Colour/Design - SWCO4 FLAXEN
Sizes 7.85 x 5.00m	Dated fitted 2/9/22
Complaint description PILE IS TWISTED, LOOPS ACROSS RUN OUT AT AN ANGLE, SEE ATTACHED IMAGES. SEE ATTACHED IMAGES.	
Date of Complaint 3/9/22	Date of retailers inspection 5/9/22
Room(s) STAIRS + LANDING	No of occupants 2
Fitting method SMATCH FIT	Pets N/A
Underlay None RUBBER	<input checked="" type="checkbox"/> New <input type="checkbox"/> Existing
Vacuum cleaner type N/A	Frequency of vacuuming N/A
Subfloor type WOOD	
Stain resist treatment N/A	Carpet cleaned N/A
Applied by N/A	By whom N/A
Retailers inspection findings All complaints must be inspected by the retailer before completing this form SEE ABOVE COMPLAINT DESCRIPTION. New CARPET REQUIRED FOR THESE AREAS. Name: JACK BARNON Signed:  Date: 9/9/22	

Any further information, including a diagram of the installation and/or photographs should be attached where possible. Your attention is drawn to the recommendation that the carpet should be installed according to BS 5325 and that the underlay should conform to BS 5808 and/or BS EN 14499.