

## PRODUCT COMPLAINT FORM

Date: 20/2/23

**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 (LONDON) LTD  
299 UPPER RICHMOND ROAD WEST  
LONDON  
SW14 8QS

Tel: 020 8876 9126

Contact: JACK

Email: JACKBARTON@MRCARPETLONDON.CO.UK

Account Number: 8408

Invoice Number: \_\_\_\_\_

**Consumer Name and Address**

MISS BECCA BUDGEN  
69 AVONDALE ROAD  
LONDON  
SW14 8PU

Home Tel: \_\_\_\_\_

Mobile: \_\_\_\_\_

Email: \_\_\_\_\_

Invoice Date: \_\_\_\_\_

**ABOUT THE CARPET**

Quality: NATURAL RUG  
Colour: JUTE  
Size: 260 x 400  
No of Pets: N/A  
No of Adults: 1  
No of Children: N/A

Location in House: MADE IN TO RUG  
Date Fitted: 8/2/23  
Type of underlay: N/A  
Sub Floor: N/A  
Method of Fitting: LOOSE LAY  
Vacuum Cleaner Type: N/A

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

**Retailers Inspection Report:**

WRONG CARPET SUPPLIED. HAS BEEN CUT & TURNED IN  
TO A RUG. REPLACEMENT CORRECT CARPET REQUIRED  
ASAP PLEASE.

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](mailto:marie.york@hfdtamworth.com)