

05 December 2022

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

For the attention of Jack Barton

Dear Jack

**Complaint Number 89099 – Mrs L May**

I am in receipt of your complaint notification and images in relation to a quantity of our Kings Cross, colour Oats supplied to your above, mentioned customer.

The complaint reported is one of the carpet not being straight.

We can clearly see, from the images provided, that the carpet does appear to bow in the middle, which appears to be a defect in the manufacture of the goods.

In view of this, we are prepared to offer a replacement for the piece in question.

Please confirm acceptance of this offer and the quantity of material required so we may dispatch the goods.

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

**Telenzo Carpets**

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