



**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 RICAMOND ROAD WEST,  
LONDON  
SW14 8QS  
Tel: 020 8876 9126  
Contact: JACK  
Email: JACKBARTON@MRCARPETLONDON.CO.UK  
Account Number: 382  
Invoice Number: 3278687

**Consumer Name and Address**

MRS L MAY  
7 CHRISTCHURCH ROAD  
LONDON  
SW14 7AB  
Home Tel: 020-8878-3686  
Mobile: 07958-599725  
Email: \_\_\_\_\_  
Invoice Date: \_\_\_\_\_

**ABOUT THE CARPET**

Quality: KINGS CROSS  
Colour: OATS 821  
Size: 8.30 x 5.00m  
No of Pets: N/A  
No of Adults: 2  
No of Children: N/A

Location in House: LOFT ROOM  
Date Fitted: 1/12  
Type of underlay: ROBBER  
Sub Floor: FLOORBOARDS  
Method of Fitting: SMETA FIT  
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:**

ONE SIDE OF CARPET IS UNWORN, IMPOSSIBLE  
FOR FITTER TO CUT IN TO & CREATE A JOIN THAT  
IS NEARING TO COVER ROOM. NEED REPLACEMENT  
WITH STRAIGHT PIE TO COMPLETE INSTALLATION

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)