



BROCKWAY

KIDDERMINSTER

KIDDERMINSTER TRADING ESTATE, SPENNELLS VALLEY ROAD
KIDDERMINSTER, WORCESTERSHIRE DY10 1XS, ENGLAND
Telephone: Admin 01562 824737 Sales 01562 828 200
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CUSTOMER SERVICE ENQUIRY FORM

Until this Form is fully completed no Action or Inspection can be arranged

Our Ref: 09/08/23
Your ref: Date:
Wholesalers name and Address:

Telephone No: Fax No: Contact:
Retailers Name and Address:

Telephone No: Fax No: Contact:
Consumers Name and Address:

Telephone No.(Home) (Work)
Carpet Details:
Quality: Colour:
Total Size of Installation: Size of Carpet under Complaint:
Your Order Number: Our invoice Number and Date:
Fitting Details:
Date fitted: Method of fitting:
Floor Type: Type of Underlay:
General Information:
Number of People in Household: Pets (if any)
Area under Complaint: Areas in which Carpet Fitted:
If stairs, has carpet been moved to equalise wear as BS5325?
Has the Carpet been anti stain treated e.g. Scotchguard™?

MCGEACHIE

Please give overleaf the name of the person inspecting the carpet on your behalf and details of his report and his assessment of the complaint.

REPORT

When providing a sample for testing please ensure it is as close to A4 size as possible.

CARPET IS SHOWING SIGNS OF EXCESSIVE
PILLING EVEN THOUGH CUSTOMER IS FOLLOWING
OUR 'CARE & MAINTENANCE' DOCUMENTS CORRELATED
ALONGSIDE ADVICE FROM MANUFACTURERS.

WE HAVE ALREADY BEEN TO SITE TO MANUALLY
~~REMOVING~~ REMOVE PILLING ONCE ALREADY.

PLEASE CAN YOU VISIT SITE TO INSPECT +
DISCUSS HOW IT CAN BE IMPROVED

Signature:



Name in Block Capitals:

ANTHONY RICKARD

Date:

09/08/23

Please note that we are unable to take any further action until you own Representative has inspected this installation.