

VICTORIA CARPETS COMPLAINT QUESTIONNAIRE

Claim registration number			
RETAILERS DETAILS		CONSUMERS DETAILS	
Account number: 199123		Name: MRS NEWE BOXER	
Address: MR CARPET (LONDON) LTD 299 UPPER LICAMEND ROAD WEST		Address: 34 SHALSTONE ROAD	
Postcode: SW1E 8QS		Postcode: SW14 7HR	
Tel no: 020 8876 9126		Tel no: 07831 579969	
Contact name: JACK			
Email address: JACK@MRCARPETLONDON.CO.UK			
PRODUCT DETAILS			
Date purchased: APRIL 2023		Date fitted: 19/4/23	
Product name: DECO (TWO-TONE)		Colour name: BELGRAVIA STRIPE	
Invoice and Order No: INV0050672 / S34003		Sizes: 7.00 x 4.00, 3.60 x 4.00, 3.05 x 4.00m	
Your PO no:		Area fitted: STUDY, BEDROOM, STAIRS & LANDINGS	
COMPLAINT DESCRIPTION			
LOOPS PULLING OUT IN A NUMBER OF AREAS			
ADDITIONAL INFORMATION			
No. of occupants: 2+		Fitting method: STRETCH FIT	
Pets: UNKNOWN		Vacuum type: UNKNOWN	
Frequency of vacuuming: UNKNOWN		Subfloor type: TIMBER	
INSPECTION DETAILS			
SEE ATTACHED IMAGES, PRIMARILY STAINS AFFECTED.			
Date of retailer's inspection?		22/10/24	
What is your recommendation?		REPAIR / REPLACE	
Any other observations?			
Inspected by: JACK RICHARD		Position in Company: ESTIMATOR	

Signed by:

Date:

Any further information, including a diagram of the installation and photographs should be attached where possible.