

VICTORIA CARPETS®

Established 1895

Worcester Road, Kidderminster, Worcestershire, DY10 1JR England

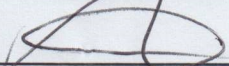
Telephone: 01562 749300

PLEASE EMAIL THIS QUESTIONNAIRE TO: cs@victoriacarpets.com or Fax: 01562 749349

VICTORIA CARPETS COMPLAINT QUESTIONNAIRE

Claim registration number

Please note if no evidence of a manufacturing defect can be found after our investigation, any costs incurred by Victoria Carpets will be re-charged to the relevant company.

| Retailers Details | | Consumer Details | |
|--|--|--|--|
| Account Number: 199123 | | Name: MR + MRS TURNER | |
| Address: 299 UPPER RICHMOND ROAD WEST, LONDON | | Address: 29 ENMORE GARDENS, LONDON | |
| Postcode: SW14 - 8QS | | Postcode: SW14 - 8RF | |
| Tel No: 0208 876 44 9126 | | Tel No: 07808 128 489 | |
| Contact Name: ANTHONY | | | |
| Email Address: SHEENBLANCH@MILCARPETLONDON.CO.UK | | | |
| PRODUCT DETAILS | | | |
| Date Purchased: | | Date Fitted: 15/11/23 | |
| Product: TUDOR TWIST 4302 EMMONDA | | Colour: CHICKPEA | |
| Invoice No: 270597 + 270202 + 269993 | | Sizes: 21.40 x 5.00 + 9.00 x 4.00 | |
| Order No: S34442 | | Location Fitted: 6x ROOMS, STAIR + HALL x 2 | |
| COMPLAINT DESCRIPTION | | | |
| COMPLAINTS OF ROGUE YARN IN CARPET - PICTURES SUPPLIED | | | |
| ADDITIONAL INFORMATION | | | |
| No of Occupants: 2 | | Fitting Method: STRETCH FIT ONTO GRIPPER | |
| Pets: X | | Vacuum type: | |
| Frequency of vacuuming: WEEKLY | | Subfloor Type: WOOD | |
| INSPECTION DETAILS | | | |
| BLACK ROGUE YARN EVERY 5-10cm. THROUGHOUT THE WHOLE HOUSE. CERTAIN AREAS ALSO WERE FOUND TO HAVE GIBBEN + RED PLASTIC STRANDS IN CARPET. | | | |
| Date of retailer's inspection? | | 22/11/23 | |
| What is your recommendation? | | REPLACE REPLACE 9x4m + ALLOWANCE FOR REST | |
| Any other observations? | | | |
| Inspected by: ANTHONY RICKARD | | Position in Company: SALES / ESTIMATOR | |
| Signed:  | | Date: 01/12/23 | |

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