

VICTORIA CARPETS®

Established 1895

Worcester Road, Kidderminster, Worcestershire, DY10 1JR England

Telephone: 01562 749300

PLEASE EMAIL THIS QUESTIONNAIRE TO: cs@myvictoria.co.uk

VICTORIA CARPETS COMPLAINT QUESTIONNAIRE

| | |
|---------------------------|-------------|
| Claim registration number | V C00062881 |
|---------------------------|-------------|

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 Tunton |
| Address: | 29 Upper Richmond Road West, London | Address: | 29 Gower Gardens London |
| Postcode: | SW14 8QJ | Postcode: | SW14 8RF |
| Tel No: | 020 8876 9126 | Tel No: | |
| Contact Name: | Jack | | |
| Email Address: | JACKBANTON@MN CARPETLONDON.CO.UK | | |
| PRODUCT DETAILS | | | |
| Date Purchased: | | Date Fitted: | 18/1/24 |
| Product: | TWON TWIST 6302 | Colour: | CHICKPEA |
| Invoice No: | | Sizes: | 9.00 x 4.00 |
| Order No: | 534442 | Location Fitted: | LIVING ROOM |
| COMPLAINT DESCRIPTION | | | |
| ROGUE YARN THROUGH CARPET * ALLOWANCE ACCEPTED BY CONSUMER 20/1/24 * | | | |
| ADDITIONAL INFORMATION | | | |
| No of Occupants: | 2 | Fitting Method: | SNATCH FIT ON GRIPPER |
| Pets: | N/A | Vacuum type: | |
| Frequency of vacuuming: | TWICE WEEKLY | Subfloor Type: | WOOD |
| INSPECTION DETAILS | | | |
| THIS COMPLAINT QUESTIONNAIRE IS IN RELATION TO A 9.00 x 4.00 CUT THAT WAS SENT OUT AS REPLACEMENT FOR A PREVIOUS FAULTY 9.00 x 4.00. SAME ISSUE PRESENT. | | | |
| Date of retailer's inspection? | 15/1/24 | | |
| What is your recommendation? | * ALLOWANCE ACCEPTED 20/1/24 * | | |
| Any other observations? | | | |
| Inspected by: | JACK BANTON | Position in Company: | DIRECTOR |

Signed: _____ Date: 17/2/24

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