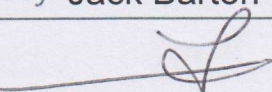


VICTORIA CARPETS COMPLAINT QUESTIONNAIRE

Claim registration number		
RETAILERS DETAILS		CONSUMERS DETAILS
Account number: 199123		Name: Mrs L Reynolds
Address: Mr Carpet (London) Ltd 299 Upper Richmond Road West London		Address: 124 Palewell Park London
Postcode: SW14 8QS		Postcode: SW14 8SH
Tel no: 020 8876 9126		Tel no: 07800-538282
Contact name: Jack		
Email address: jackbarton@mrcarpetlondon.co.uk		
PRODUCT DETAILS		
Date purchased: 19/6/24		Date fitted: 19/7/24
Product name: Sisal Weave		Colour name: Classic - Barley
Invoice and Order No: 0301417 / 58637225		Sizes:
Your PO no: S34578		Area fitted: 1st Floor Front Bedroom
COMPLAINT DESCRIPTION		
Customer reported black fibres in the carpet, texture feeling flat, grey shading & being much more yellow than expected.		
ADDITIONAL INFORMATION		
No. of occupants: 2		Fitting method: Traditional - stretch fitted
Pets: N/A		Vacuum type: Upright
Frequency of vacuuming: Unknown		Subfloor type: Timber
INSPECTION DETAILS		
Numerous black fibres throughout carpet, woven in to the pile. Grey shading is apparent in a few places, unknown cause. Overall colour tone is more yellow than it should be, more than I would expect to fade out with photo-bleaching. High loops are low so the definition between the high & low loops is not as apparent as it should be. Consumer not happy with the quality of the product.		
Date of retailer's inspection? 25/7/24		
What is your recommendation? Product not to spec, replace or refund.		
Any other observations? No		
Inspected by: Jack Barton		Position in Company: Director

Signed by:



Date:

2/8/24

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