

**PRODUCT COMPLAINT FORM**

Date: 22/2/24

**PLEASE COMPLETE AND RETURN TO:**

Relay Park  
 Relay Drive  
 Tamworth, Staffordshire  
 B77 5PR  
 Tel: 01827 831496

We would respectfully point out that we cannot process an enquiry until an inspection has been carried out by the retailer.

**Retailer Name and Address**

Mrs Carpet (London) Ltd  
299 Upper Richmond Road West  
LONDON  
SW14 8QS

Tel: 020 8876 9126

Contact: JACK

Email: SHEENBRANCH@MRCARPETLONDON.CO.UK

Account Number: 382

Invoice Number: 3453267

**Consumer Name and Address**

MRS B GUNER  
5 GNAEMESDYKE AVENUE  
SW14 7BH

Home Tel: \_\_\_\_\_

Mobile: 07472-703845

Email: \_\_\_\_\_

Invoice Date: 25/1/24

**ABOUT THE CARPET**

Quality: DEFT SQUARE

Colour: PLASTER

Size: 1.40 x 4.00m

No of Pets: N/A

No of Adults: 2

No of Children: 2

Location in House: LANDING

Date Fitted: 9/2/24

Type of underlay: RUBBER

Sub Floor: FLOORBOARDS

Method of Fitting: STRETCH FIT

Vacuum Cleaner Type: \_\_\_\_\_

Has the carpet been cleaned since installation ~~Yes~~ / No (Delete as appropriate)  
 If Yes, Date of Clean \_\_\_\_\_ Type of Clean \_\_\_\_\_

Images available (tick appropriate box)

|                                     |                          |
|-------------------------------------|--------------------------|
| Yes                                 | No                       |
| <input checked="" type="checkbox"/> | <input type="checkbox"/> |

**Retailers Inspection Report:**

DISCOLOURED FUZZY PATCH IN CARPET  
ON LANDING.  
ORIGINALLY FROM A 3.40 x 4.00m PIECE, ONLY  
REQUIRE 1.40 x 4.00m TO REPLACE LANDING - RESERVED  
ENOUGH STOCK 22/2/24 (BACE REF: 49857701)

In your opinion, can this complaint be settled with an allowance? ~~Yes~~ / No  
 If Yes, Suggested Allowance \_\_\_\_\_

Completed complaint forms must be accompanied with images of the fault.  
 Please email to [marie.york@hfdtamworth.com](mailto:marie.york@hfdtamworth.com)