

Artisan Complaints Form

Company Name	MR CARPET (LONDON) LTD
Contact Name	JACK / JOHN / ANTHONY
Contact Number	020 8876 9126
Artisan Account number	A3132
Artisan Order Number	13255
Product description	SETA PARMA
Width and cut length	4.00m WIDE - 5.80+5.70 CUTS
Date of Retailer Visit Name of Site Visitor from Retailer Retailer must visit site before Agent	4/9/24 - JACK
Description of the complaint	VARIATION IN COLOUR OF CARPET FROM PILE MOVEMENT IS VERY STRONG
How much of the cut is affected?	ALL PIECES
Has the piece been cut?	YES
Date of fitting	30/8/24
If fitted, how? Double stuck or stretch? Underlay type?	STRETCH FIT OVER 10mm PU FOAM UNDERLAY
Clear images must be provided	Email to reception@artisan-lf.co.uk FAO Tom
When did fault start to appear?	IMMEDIATELY
Customer name	MR & MRS LAWRENCE
Customer address & contact no.	17 MARTINDALE, LONDON, SW14 7AL 07884 - 186042
What solution is the customer hoping for?	REFUND
For office use;	
Order Number & Invoice Number	
Courier Used	
Roll Number	
Date of delivery	
ART reference and folder assigned?	
Inform Agent. Inform JD.	
Action taken	
Which Factory?	
Factory code?	
Claim from Factory?	
Credit received?	

Additional notes to be written here that may assist in the assessment of the complaint:

CUSTOMER UNHAPPY WITH HOW MUCH THE CARPET CHANGES IN SHADE WITH THE MOVEMENT OF THE RICE. EVERY STEP/TOUCH SHOWS UP DRAMATICALLY & LOOKS UNSIGHTLY.

OUR SHOWROOM SAMPLE DOES NOT EXHIBIT THE SAME EFFECT TO THE SAME INTENSITY & THIS SAMPLING IS RELIED ON FOR CUSTOMER'S TO MAKE THEIR DECISIONS.

CUSTOMER HAS SIMILAR CARPET FROM LANDO & QUESTIONS THE QUALITY OF THE SETA WE HAVE INSTALLED.