

14 November 2024

Mr Carpet (London) Ltd
299 Upper Richmond Road West
East Sheen
London
SW14 8QS

For the attention of Jack

Dear Jack

Complaint Number 95215 – Mrs Sarah Howard

I am in receipt of your complaint notification and images in relation to a quantity of our Chelsea AB colour Humus, supplied to your above mentioned customer.

The complaint reported is one of the carpet being over latexed.

We can clearly see, from the images provided, that there are ridges of latex to the backing, which is not allowing the material to lay flat.

In view of this, we are prepared to replace the carpet, as requested.

Please confirm acceptance of this offer, so the necessary replacement order may be processed.

We shall await to hear from you in due course.

However, if there are any further questions or if I can be of any further assistance, please don't hesitate to contact me.

Yours faithfully



Marie York
Head of Customer Services

Telenzo Carpets

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