

# VICTORIA™

Carpets

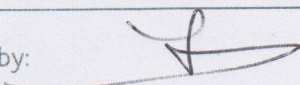
Worcester Road, Kidderminster, Worcestershire, DY10 1JR  
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PLEASE EMAIL THIS QUESTIONNAIRE TO: [cs@myvictoria.co.uk](mailto:cs@myvictoria.co.uk)

## VICTORIA CARPETS COMPLAINT QUESTIONNAIRE

Claim registration number	
<b>RETAILERS DETAILS</b>	
<b>CONSUMERS DETAILS</b>	
Account number: 199123	Name: Mr Bedford
Address: Mr Carpet (London) Ltd, 299 Upper Richmond Road West London	Address: 13 Shrewsbury Avenue London
Postcode: SW14 8QS	Postcode: SW14 8JZ
Tel no: 020 8876 9126	Tel no: 07940 794326
Contact name: Jack	
Email address: jackbarton@mrcarpetlondon.co.uk	
<b>PRODUCT DETAILS</b>	
Date purchased: 25/11/24	Date fitted: 19/12/24
Product name: Tudor Co-Ordinates	Colour name: Fennel
Invoice and Order No: 60715532	Sizes: 4.50 x 4.00m
Your PO no: S35232	Area fitted: Bedroom
<b>COMPLAINT DESCRIPTION</b>	
Carpet ordered at 4.50 x 4.00m, received 4.35 x 4.00m. The piece being short was only discovered once laid out in the Bedroom.	
<b>ADDITIONAL INFORMATION</b>	
No. of occupants: 2	Fitting method: Traditional Stretch Fit
Pets:	Vacuum type:
Frequency of vacuuming:	Subfloor type: Timber
<b>INSPECTION DETAILS</b>	
We require a replacement correct size piece.	
Date of retailer's inspection? 19/12/24	
What is your recommendation? Replacement required	
Any other observations?	
Inspected by: Jack	Position in Company: Director

Signed by:



Date:

19/12/24

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