

PRODUCT COMPLAINT FORM

Date: 11/08/2025

PLEASE COMPLETE AND RETURN TO:

Relay Park
Relay Drive
Tamworth, Staffordshire
B77 5PR
Tel: 01827 831496
Fax: 01827 831425

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

MR CARPET LONDON LTD
299 UPPER RICHMOND ROAD
SW14 - 8QS

Consumer Name and Address

MR TOMPKINS
17 BEATRICE ROAD
RICHMOND
TW10 - 6DT

Tel: 0208 876 9126
Contact: JACK + SOPHIE
Email: SHEEN BRANCH@MRCARPETLONDON.CO.UK
Account Number: 102955
Invoice Number: 3638105

Home Tel: _____
Mobile: 07950 320 640
Email: N/A

Invoice Date: 16/05/2025

ABOUT THE CARPET

Quality: NATURAL RIB
Colour: JUTE
Size: 3.75x4.00m
No of Pets: N/A
No of Adults: 2
No of Children: N/A

Location in House: _____
Date Fitted: _____
Type of underlay: _____
Sub Floor: _____
Method of Fitting: _____
Vacuum Cleaner Type: _____

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

Images available (tick appropriate box) Yes No

Retailers Inspection Report:
CREASES NOT DISSIPATING AFTER RE-STRETCH
ATTEMPS - EVEN IN THIS HEAT.

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