

## PRODUCT COMPLAINT FORM

Date: 14/07/25

**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**

ML CARPET LONDON LTD  
LONDON,  
SW14 - 8QS

**Consumer Name and Address**

MRS EMILY ALMOND  
29 MELVILLE ROAD  
BANVES  
SW13 - 9RH

Tel: 0208 876 9126

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

Contact: ANTHONY

Mobile: 07540 735 670

Email: SHEENBLANCH@MLCARPET LONDON

Email: ALMONDEMILYJ@GMAIL.COM

Account Number: 8408

Invoice Number: 3653747

Invoice Date: 25/06/2025

**ABOUT THE CARPET**

Quality: NATURAL RUB

Location in House: 2X TOP BEDS

Colour: NATURAL

Date Fitted: 04/07/2025

Size: 5.45x5m + 5.15x5m

Type of underlay: PU FOAM

No of Pets: 0

Sub Floor: WOOD

No of Adults: 0

Method of Fitting: STRETCH FIT

No of Children: 0

Vacuum Cleaner Type: N/A

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



Retailers Inspection Report:

BACKING VERY VERY STIFF - SEEMS A FAULT  
WE HAVE ATTEMPTED TO STRETCH THE CARPET AND  
IT WILL NOT COME OUT.

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)