

Thornes Farm Way
 Thornes Farm Business Park
 Leeds LS9 0AN
 Tel: 0113 380 2900
 Email: complaints@mercado.co.uk

CUSTOMER SERVICES FORM

All sections must be completed by the retailer in full. To help us deal with your complaint as quickly as possible, please supply Invoice or order number along with a photograph/s clearly showing the fault to the email address above.

Customer Details			
Retailer (incl Account No.)	A/c No 207162	Householder	PBL Group
MR CARPET LONDON LTD			9 SATON HOUSE
299 UPPER RICHMOND ROAD			WARLEY STREET
LONDON, SW14 8Q5			WIMBORNE
Tel Number	020 8876 9126	Postcode	RM16 3PJ
Email Address	SHEENBRANCH@MRCARPETLONDON.CO.UK	Tel Number	
Order No	S36057 / 2474069, 20. UK	Date fitted	5/3/26
Date of purchase	12/2/26	Date problem started	5/3/26
Advice No		Fitted by	Customer
Product			
Type of flooring: Carpet / Vinyl/ Laminate / Wood	VINYL		
Product Range	COMPUTEX DELUXE		
Colour	SINMA 507	Area Installed M2	13.8m ²
Nature of complaint			
Nature of complaint (please be as detailed as possible)			
<p>ORDERED COMPUTEX DELUXE SINMA 507, 360x200 + 350x200.</p> <p>CLIENT FITTED THESE PIECES & WHEN THE CARPET 500x300 PIECE WAS Laid OUT IT WAS NOTED THAT THE CARPET NOTED PIECES WERE THE WRONG COLOUR.</p>			

Underlay Type (if non state what flooring was laid on)	UNKNOWN
Method of Fitting, ie grippers, adhesive etc	ADHESIVE
Type of flooring underneath	UNKNOWN
Room(s) fitted in	2 x BATHROOMS
Number in Household	2
Pets?	N/A
Has the flooring been cleaned since install	NO
if Yes, please state how (vac, shampoo, bleach etc)	
Wood/Laminate	
Have expansion gaps of 8-10mm been left around ALL fixed objects?	
Have expansion profiles been used where appropriate? ie Doorways, archways etc	
Complaint resolution	
How can we resolve the complaint, what can we do to put right? Allowance, replacement etc?	
<p>REPLACEMENT PIECES HAVE ALREADY BEEN SENT IN.</p> <p>PLEASE ENSURE WE ARE REFORMED FOR THE INCONNECT CORNER PIECES.</p> <p>WE ARE YET TO HEAR IF THE CLIENT HAS INCURRED COSTS TO UPLIFT & INSTALL THE OLD & NEW RESPECTIVELY.</p>	
DRAWING OF FLOOR LAYOUT	
Please ensure the following is included in your sketch:-	
1. Position of all fixed objects i.e. fireplace, walls, units etc & furniture	
2. Position of complaint area	
3. Position of doorways & all expansion profiles used (if appropriate)	

4. Indicate the direction the panels are laid in.

IMAGE ATTACHED SHOWING COLOR
DIFFERENCE.