

Details re complaint on Riverside twist Avon

We have installed a whole house in Woking for our customer name of Todd and they are unhappy for two reasons and are insisting they want the manufacturer to inspect the carpet.

This customer is the brother in law of my best account customer and this has made the situation harder to try to resolve as I have tried hard to placate the customer but he has had another carpet company look at the carpet and they have said it is faulty.

We ordered a 26.10m x 5m roll on your invoice number 2173960 and 4.80m x 5m on your invoice number 2247183.

I have enclosed 3 small cuttings

A) - Is from the sample the customer selected the material from

B) - Is a cutting from the 26.10m roll

C) - Is a cutting from the 4.80m piece.

The 26.20 m roll was delivered to us on 11th September 2018 and this was installed in stages between the 3rd October and 19th December 2018 as the customer carried out improvements. The hall carpet was the last piece to be fitted on the 19th December.

After fitting the customer complained that there were "stripes" across part of the hall. I inspected the carpet and said it looked like pile pressure and they would improve.

The customer made several complaints after my inspection and I sent a fitter to re stretch the carpet but the customer was still not satisfied. Due to his connection with our account customer I offered to provide a replacement carpet which was the 4.80m piece we received on 20th February 2019. Before ordering I did explain it would be from a different batch which the customer agreed to but on arrival to install the carpet to the hall he did not accept the difference in dye batch and refused to let us install the 4.80m replacement hall.

He now has two complaints. Firstly that the original hall carpet has pile reversal and is faulty and second that the replacement piece is not within commercial tolerance.

I have attached a picture of a larger piece of the replacement carpet lying on top of the hall carpet that does look different.

As I stated earlier the customer has consulted another company that states the original carpet is faulty and he is insisting it is inspected by the supplier.



Left hand sample is A - B - C

