



Complaint Questionnaire - Fax back to 01204 888154

Brookhouse Mill, Greenmount, Bury, BL8 4HR. Tel: 01204 881234



All complaints must be inspected by the retailer before completing this form. When faxing, please use black pen

Account	
Company Name	MR CARPET LTD
Address Line 1	UNIT 32 STADIUM STUDIOS
Address Line 2	RIVERSIDE ROAD
Address Line 3	LONDON
Postcode	SW17 0BA
A/c Code	MIS001
Tel	020 8879 0485
Fax	
Contact name	DAVID GUYAN
e mail address	HEADOFFICE@MR-CARPET.CO.UK

Store (Only to be completed where different to account)	
Company Name	
Address Line 1	
Address Line 2	
Address Line 3	
Postcode	
Contact Name	
Tel	
Fax	

Date complaint form sent: _____

Consumer (if applicable)	
Contact Name	Denise Dynasty
Address Line 1	89 Stags Leys
Address Line 2	Ashtead
Address Line 3	Surrey
Postcode	KT21 2TL
Tel (Home)	
Tel (Work)	
Tel (Mble)	
Occupants at address: Adults	<input checked="" type="checkbox"/> Children <input checked="" type="checkbox"/> Pets <input checked="" type="checkbox"/>
Vacuum Type (Upright / Cylinder)	Vacuum Age _____ Yrs
Price paid for carpet (inc. Fitting and underlay <input checked="" type="checkbox"/> No)	£535.60

Carpet Details (for each piece)						
Ref.	Range & Colour	Length	Width	Backing	Cormar Ord/Inv No	Customer P/Order Ref
	SENSATIONS CARPET DIAMOND	5.15	4m	Secondary	AC6027	W12496

Installation (if applicable)	
Date Fitted	5/5/2018 <small>NB This date must be supplied to avoid delay</small>
New underlay?	<input checked="" type="radio"/> No Underlay Type 10mm P6 foam
Method of fitting	Cripper and underlay
Type of floor	Wood floor
Room(s) carpet fitted	4
Was advice given on shading at point of sale?	<input checked="" type="radio"/> Yes <input type="radio"/> No
Was advice given on flattening at point of sale?	<input checked="" type="radio"/> Yes <input type="radio"/> No
Was advice given on colour-matching at point of sale?	<input checked="" type="radio"/> Yes <input type="radio"/> No
Has the carpet been cleaned or treated since installation?	<input checked="" type="radio"/> Yes <input type="radio"/> No

PLEASE ENTER FAULT DETAILS BELOW

Visible Line fault that runs the whole width of the carpet. 2m in from the length.

(A full description of the nature of the fault can speed-up the processing of this complaint)