



# PRODUCT COMPLAINT FORM

Important Please quote this reference

ORDER NO. 28089107  
28252209

Date : 30/8/19

PLEASE COMPLETE AND RETURN TO :

Kersiant Cobb & Co  
Gorse Lane  
Coleshill  
B46 1JU  
Tel : 01675 433019 -

We would respectfully point out that we cannot process an enquiry until an inspection has been carried out by the retailer

Retailer : Name & address

MR CARPET LTD  
UNIT 19 WIMBLEDON STADIUM  
RIVERSIDE RD  
LONDON SW17 0BA

Consumer : Name & address

N/A  
BUSINESS CENTRE

Tel : 020 8947 7522

Contact : SALLY

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

Work Tel: \_\_\_\_\_

Mobile Tel: \_\_\_\_\_

Account No : 9271

Invoice No : NOT RECEIVED

Invoice date : "

### ABOUT THE CARPET :

Quality PAMPAS NORDIC

Colour GOTHENBURG

Size 5.15m x 4m

Pets N/A

Adults N/A

Children N/A

Location In house \_\_\_\_\_

Date fitted \_\_\_\_\_

Type of underlay \_\_\_\_\_

Sub floor \_\_\_\_\_

Method of fitting \_\_\_\_\_

Has the carpet been cleaned since installation ?

Images available (tick appropriate box)

Yes

No

Date \_\_\_\_\_ Type \_\_\_\_\_

Details : \_\_\_\_\_

Retailers inspection report

PRIOR TO INSTALLATION WE UNROLLED THE  
CARPET TO FIND MISSING TUFTS AND SCUFF  
MARKS. - ORDERED 6/8/19 DELIVERED 23/8/19

In your opinion can this complaint be settled by an allowance ? NO

Suggested allowance ? \_\_\_\_\_

Retailers Signature SB

Position SALES MANAGER



COMPLETED COMPLAINT FORMS MUST BE ACCOMPANIED BY IMAGES OF THE FAULT, PLEASE E-MAIL TO SARAH.KIRBY@HFDCOLESHILL.COM