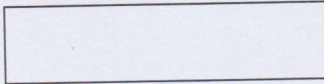


PRODUCT COMPLAINT FORM



Date: 09/10/25

PLEASE COMPLETE AND RETURN TO:

Relay Park
 Relay Drive
 Tamworth, Staffordshire
 B77 5PR
 Tel: 01827 831496

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

MR Carpet London
301 MANSTER RD
LONDON
SW 6 6 BT
 Tel: 020 7381 1984
 Contact: WANNY
 Email: TJLHAMBE@bt.com
 Account Number: 103965
 Invoice Number: _____

Consumer Name and Address

C. FAIR
6 PEMBROKE VILLAS
LONDON W8 6 PZ
 Home Tel: 020 79376273
 Mobile: 079 40894011
 Email: CEFAIR@HOTMAIL.COM
 Invoice Date: 07/10/25

ABOUT THE CARPET

Quality: MAINLINE
 Colour: 133 NOTTINGHILL
 Size: 4x4
 No of Pets: N/A
 No of Adults: N/A
 No of Children: N/A

Location in House: STAIR
 Date Fitted: 09/10/25
 Type of underlay: NO
 Sub Floor: _____
 Method of Fitting: _____
 Vacuum Cleaner Type: _____

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:

WE RECEIVED THE WRONG CARPET ORDERED MAINLINE
133 NOTTINGHILL AND RECEIVED LIVERPOOL STREET, THE CARPET
HAS BEEN FITTED, CUSTOMER AT FIRST WASN'T HAPPY, BUT
WE CAME TO AN AGREEMENT TO GIVE THEM A
CREDIT AND ACCEPTED

In your opinion, can this complaint be settled with an allowance? Yes / No
 If Yes, Suggested Allowance £200.00

Completed complaint forms must be accompanied with images of the fault.

Please email to marie.york@hfdtamworth.com