



BROCKWAY

KIDDERMINSTER

KIDDERMINSTER TRADING ESTATE, SPENNELLS VALLEY ROAD
KIDDERMINSTER, WORCESTERSHIRE DY10 1XS, ENGLAND
Telephone: Admin 01562 824737 Sales 01562 828 200
Email: lynn.ward@Brockway.co.uk or jodie.page@brockway.co.uk

CUSTOMER SERVICE ENQUIRY FORM

Until this Form is fully completed no Action or Inspection can be arranged

Our Ref: 133475 (ORDERED 4-5-22)

Your ref: 533230

Date:

Wholesalers name and Address:

MR CARPET, (LONDON LTD) 299 UPPER RICHMOND ROAD WEST
LONDON, SW14-8QS

Telephone No: 0208 876 9126

Fax No:

Contact:

Retailers Name and Address:

JOHN DODGE

Telephone No:

Fax No:

Contact: ~~X~~ THIS CUSTOMER IS
DEAF SO EMAIL ONLY

Consumers Name and Address:

MRS CHARLOTTE ISKJAER-ACKLEY
20 SHEEN COMMON DRIVE, RICHMOND, TW10-SBN

CISKJAER@YAHOO.
CO.UK

Telephone No.(Home)

(Work)

Carpet Details:-

Quality:

Colour:

Total Size of Installation:

Size of Carpet under Complaint: 21.85 x 4.00

Your Order Number:

Our invoice Number and Date:

(STAIRS ONLY
COMPLAINT)

Fitting Details:-

Date fitted: 21-5-23

Method of fitting: CRIPPER/ULAM

Floor Type: WOOD

Type of Underlay: LOW TOG RUBBER TREADABLE

General Information:-

Number of People in Household: 2

Pets (if any) NIL

Area under Complaint: HSL

Areas in which Carpet Fitted:

If stairs, has carpet been moved to equalise wear as BS5325? NO

Has the Carpet been anti stain treated e.g. Scotchguard™? NO

→ RETURN OFF STAIRS ON EMAIL ←

Please give overleaf the name of the person inspecting the carpet on your behalf and details of his report and his assessment of the complaint.

JOHN DRODGE.

REPORT

****When providing a sample for testing please ensure it is as close to A4 size as possible.****

THE CUSTOMER HAS ADVISED THAT THE STAIRS ONLY HAVE BEEN EFFECTED BY MOTH.

AT THIS STAGE ONLY THE HSL IS MOTH DAMAGED

AS THIS WAS PART OF A LARGE JOB WE WOULD NEED TO QUANTIFY THE NETT AREA ON THE HSL

AT THE TIME OF WRITTING I HAVE NOT NOTICED ANOTHER ALGAS EFFECTED

Signature:

Name in Block Capitals:

Date:

JOHN DRODGE

Please note that we are unable to take any further action until you own Representative has inspected this installation.