

PRODUCT COMPLAINT FORM

Date: 14-09-22

PLEASE COMPLETE AND RETURN TO:

Relay Park
Relay Drive
Tamworth, Staffordshire
B77 5PR
Tel: 01827 831496
Fax: 01827 831425

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

MR CARPET REF 533483

Retailer Name and Address

MRCARPET (LONDON) LTD
299 UPPER RICHMOND ROAD WEST
EAST SHEEN
SL14-8QS
Tel: 0208 876 9126
Contact: JOHN DRODGE
Email: SHEENBRANCH@MRCARPET
Account Number: 8408 LONDON.CO.UK
Invoice Number: _____

Consumer Name and Address

MRS WHITE
56 HEATH ROYAL
KERSFIELD ROAD
LONDON
Home Tel: 0208 878 2510
Mobile: N/A
Email: _____
Invoice Date: _____

ABOUT THE CARPET

Quality: BERBER TRADITIONS
Colour: RIB WILLOW
Size: 3.75 + 1.90 + 3.75 x 4m
No of Pets: 0
No of Adults: 0
No of Children: 0

Location in House: 2 x BEDS + HALL
Date Fitted: 2-9-22
Type of underlay: 1202 FELT
Sub Floor: CONC / SCOOD
Method of Fitting: CIRIPPER
Vacuum Cleaner Type: N/A

Has the carpet been cleaned since installation Yes / No (Delete as appropriate)
If Yes, Date of Clean YES

Type of Clean CLEANED BY N.I.C.C
CARPET CLEANER WITH
APPROVED CLEANER.

Images available (tick appropriate box)
YES

Yes No

Retailers Inspection Report:

VERY SMALL DIL MARKS ON CARPET THAT WERE NOT
NOTICED DURING INSTALLATION.

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

Completed complaint forms must be accompanied with images of the fault. Please email to marie.york@hfdtamworth.com