



# CAUSEWAY CARPETS

## PRODUCT COMPLAINT FORM

THIS DOCUMENT MUST BE ACCOMPANIED WITH PHOTOS OR VIDEOS OF THE FAULT

12-FEB DATE: 2026

### RETAILER NAME AND ADDRESS

MR CARPET (LONDON) LTD  
299 Upper Richmond Road  
(WEST)  
EAST SHEEN/LONDON/SW14-8QS

Tel: 0208 876 9126

Contact: JOHN or JACK

Email: SHEENBRANCH@MRCARPETLONDON.CO.UK

Account Number: 14547

Invoice Number: 534

### CONSUMER NAME AND ADDRESS

SOPHIE CRACKNELL  
63 WHITE HART LANE  
LONDON  
SW13-0PP

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

Mobile: 07850 040408

Email: SOPHIE@SOPHIEEVENTS.COM

Initial Complaint reported on: DEC 2025

Invoice Date: ~~MARCH~~ 2024 FEB

CAUSEWAY → INVOICE N° 1751001159.

### ABOUT THE CARPET

Quality: CAMBELLER TEX.

Colour: CHROME 01

Size: 10.00 x 5.00 M

Location in House: ALL AREAS

Date Fitted: \_\_\_\_\_

Type of Underlay: P.V. FOAM

Method of Fitting: GRIPPE / ULAM

N° Adults:  N° Children:  N° Pets:

Vacuum Cleaner Type: HENRY.

N° maintenance per week: N/A

Has the carpet been cleaned since installation?

Yes  No

If Yes, Date of Clean \_\_\_\_\_

Type of Clean \_\_\_\_\_

Fault detected prior to installation?

Yes  No

### INFORMATION

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

### RETAILERS INSPECTION REPORT

VERY BAD PULLING IN ALL AREAS

In your opinion, can this complaint be settled with an allowance? Yes  No  -DON'T THINK SO

If Yes, Suggested Allowance \_\_\_\_\_

JOHN DODDIE  
MR CARPET.

PLEASE COMPLETE THIS FORM AND RETURN TO  
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