



Customer Complaint Form

Retailer's Name: MR CARPET LTD
Address: 32 Stadium Studios
London
SW17 0BA

Account No: MRC01

Tel no: 020 87893133
Mobile:

Fax no:
E-mail: Putneybranch@Mr-Carpet.co.uk

Consumer's Name: Mr & Mrs Carrington
Address: 13 Lillian Road
London
SW13 9JG

Tel no:
Mobile: 07787513541 (Alastair)

Fax no:
E-mail: acarrington0802@gmail.com

Product Details

Invoice no: 00377867
Product name: Penance - Silver Mist
Size (m2): 72.75m²
Underlay type: 10mm PU foam
Professional Fitter / Supply Only

Invoice Date: 20/7/2017
Product code/colour: Silver Mist
Date fitted: 7/8/17
Sub-floor type: Wood

Installation Details (please answer fully wherever possible):

Double-stick / Fully-Stuck **Stretch-Fit** / Loose-Laid
Type of Adhesive (if used):
Tape

Gripper / Double Sided-

Reference *Naturals*: How long was this product left to acclimatise? N/A

Environmental Details:

Installation is at: **Home** / Office / School / Church / Other - specify
Location of fault (eg which room): 3 Beds + S/L Has the carpet been cleaned?
Yes / **No**

Domestic situation - No of Adults: 2 No of Children: ? Any Pets: N/A

Contract situation - Traffic: High / **Moderate** / Low

Details of complaint:-

We recently replaced one bedroom due to water damage and although the replacement carpet matches our showroom sample it bears no resemblance to the existing carpet we installed in 2017 to the rest of the house as it has faded beyond recognition.

Retailers Signature:



Position:

Manager

Print Name:

NIGEL Symonds.

Today's Date:

19/3/19

*****Internal use only*****

Manufacturer Prod ID

Our Roll no:

Manufacturer Inv No:

Stock Date: