



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

DESIGNER CARPETS LTD
VAS MIL CARPETS
308 WANDUE ROAD London
SW20 8QU

Tel: 020-8947-7522
Contact: COLIN SYMONDS
Email: colin@branch2mi-carpet.co.uk
Account Number: 12428
Invoice Number: 29411538

Consumer Name and Address

EMILY CLOSE
30 BLANDFORD ROAD
London
SW17 8EL

Home Tel: 07800-668872
Mobile: 07800-668872
Email: emilyakclose@gmail.com
Invoice Date: 18.11.24

ABOUT THE CARPET

Quality: PAMPAS NORDIC
Colour: TURKU
Size: 830, 550, 455, 360, 360 X 5M
No of Pets: 0
No of Adults: 2 (NOT MARRIED YET)
No of Children: 0

Location in House: 5 BEDROOMS Dressing Room Stair + Landings
Date Fitted: 29.11.24
Type of underlay: 10mm PU foam
Sub Floor: WOOD
Method of Fitting: CONVENTIONAL - stretch fitted
Vacuum Cleaner Type: N/A

Has the carpet been cleaned since installation
If Yes, Date of Clean NO

Yes / No (Delete as appropriate)
Type of Clean N/A

Images available (tick appropriate box)

Yes No

Retailers Inspection Report:

830x5M AND 550x5M PIECES ARE WORSE PIECES AFFECTED
VARIOUS SPOTS ON PILE - MAINLY NOTICEABLE IN MASTER BEDROOM
AND GUEST BEDROOM - LOOKS LIKE LATEX OR ADHESIVE HAS COME THROUGH
SECONDARY BALKING ONTO THE PILE / SURFACE OF THE CARPET?

In your opinion, can this complaint be settled with an allowance? Yes / **(No)**
If Yes, Suggested Allowance A PROFESSIONAL CLEAN MAY RESOLVE

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

Please email to marie.york@hfdtamworth.com