

# CRUCIAL TRADING

Where Inspiration Begins

## PRODUCT COMPLAINT FORM

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

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

Contact: \_\_\_\_\_

Email: \_\_\_\_\_

Account Number: \_\_\_\_\_

Invoice Number: \_\_\_\_\_

Consumer Name and Address

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

Mobile: \_\_\_\_\_

Email: \_\_\_\_\_

Invoice Date: \_\_\_\_\_

### ABOUT THE CARPET

Quality: \_\_\_\_\_

Colour: \_\_\_\_\_

Size: \_\_\_\_\_

No of Pets: \_\_\_\_\_

No of Adults: \_\_\_\_\_

No of Children: \_\_\_\_\_

Location in House: \_\_\_\_\_

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

Type of underlay: \_\_\_\_\_

Sub Floor: \_\_\_\_\_

Method of Fitting: \_\_\_\_\_

Vacuum Cleaner Type: \_\_\_\_\_

Has the carpet been cleaned since installation Yes / No (Delete as appropriate)

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

Images available (tick appropriate box)

Yes

No

Retailers Inspection Report:

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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](mailto:marie.york@hfdtamworth.com)