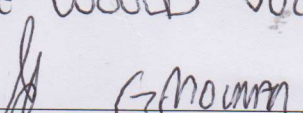


CARPET COMPLAINT QUESTIONNAIRE

Please note if no evidence of a manufacturing defect can be found after our investigation, any costs incurred by Victoria Carpets Ltd will be re-charged to the relevant company.

Complaint reference no	
A/C number 179693	Consumer MRS M NOWAK
Retailer MR CARPET.	Address 21 FERNHURST ROAD
Address 301. MUNSTER RD	LONDON
LONDON	S
Post Code SW6 6BJ	Post Code SW6 7JW
Tel No: 020 7381 1989	Tel No: (day) 020 77361669
Contact Name: GRAHAM	Tel No: (evening)
Email address: FULHAMBRANCH@MR-CARPET.CO.UK	
Invoice No 00732523	Invoice date 6-8-12
Product IMPERIAL VELVET	Colour/Design PEARL WOSTRE
Sizes 8'40 X 4	Dated fitted 13-8-2012
7'00 X 4	
Complaint description	
<p style="text-align: center;">THIS WAS INSPECTED IN JANUARY OF THIS YEAR. CUSTOMER NOT HAPPY WITH THE PERFORMANCE OF THE CARPET STILL SITTING + PILING. & WE THOUGHT THAT THE FORM WAS SENT INTO YOU FOR INSPECTION</p>	
Date of Complaint JAN 2016	Date of retailers inspection JAN 2016
Room(s)	No of occupants 2
Fitting method	Pets
Underlay <input checked="" type="checkbox"/> None	New <input checked="" type="checkbox"/> Existing
Vacuum cleaner type	Frequency of vacuuming
Subfloor type	
Stain resist treatment	Carpet cleaned
Applied by	By whom
Retailers inspection findings	
<p>All complaints must be inspected by the retailer before completing this form ON INSPECTION THE CARPET IS STILL SITTING / PILING & WE WOULD SUGGEST A MANUFACTURERS INSPECTION.</p>	
Name:	
Signed: 	Date: 7-1-16

Any further information, including a diagram of the installation and/or photographs should be attached where possible. Your attention is drawn to the recommendation that the carpet should be installed according to BS 5325 and that the underlay should conform to BS 5808 and/or BS EN 14499.