



RETAILER & END USER DETAILS (Please complete as fully as possible)

Date: 30/03/16 Retailer name: MR CARPET LTD

Contact: JOHN MCARTHWY Telephone: 020 7385 6800

Retailer order no/ref: F24768 AFC invoice number: _____

Date goods received by retailer: WEDNESDAY 30/03/2016

If the goods have been fitted

Date complaint raised by end user: NIA
(Please attach any correspondence received from the end user)

Date goods received by end user: NIA

End user name & address (Please include post codes!): NIA
NIA

End user telephone numbers (Please include home, work & mobiles where possible):

PRODUCT & COMPLAINT DETAILS

We clearly state on the yellow leaflet enclosed with every cut of broadloom that once the product has been cut it is owned by the retailer. **2. Inspection and Notice.**
"Otherwise the Buyer shall, before the Goods are cut and/or installed, fully inspect the Goods and give notice in writing to the Seller of any matter or thing by reason whereof he alleges that the goods are not in accordance with the contract within seven days of taking delivery thereof.....
Cut or installed Goods cannot be returned."

Is the complaint about: Broadloom Custom-made rug Ready-made rug
(Please tick as appropriate) CUSTOM-MADE RUG
(PIECE 12290) WOOL HATUKA VERDAS 5913
Alternative Flooring product and code: OYSTER 1002

Size/s-of product: 2-50 x 2-45

Was the packaging damaged when delivered? Y/N Was the pole damaged? Y/N

If Y, were the goods signed for as damaged from the carrier? Y(N)

What damage has been sustained? HOLE CAUSED BY
SHARP OBJECT ON TUFNELLS VAN

WAREHOUSE NOTICED THAT THERE
WERE SEVERAL OBJECTS ON RUG



If the goods have been fitted

Were the goods inspected prior to cutting? **Y/N** Who by? NIA

If not, why? NIA

Was the fault reported to us prior to fitting? **Y/N** Who by? NIA

How, where & for how long was the product acclimatised? NIA

How was the carpet fitted? (Please detail method used including underlay, adhesives, gripper etc):
NIA

For all Complaints

Please describe the nature of the fault: HOLE IN RUG

LARGE HOLE CAUSED BY SHARP OBJECT

In the case of fraying, how was the product joined/seamed? NIA

If there are tufts missing, is re-tufting an option? NIA

Do you consider the complaint to have arisen from local causes? NIA

If required, we will send one of our area Territory Managers to inspect the product. If it is agreed with you and your customer that replacement flooring is required, please indicate here if a colour match is needed: **Y/N** (Please note this is not always possible as products can and will differ from batch to batch)
NIA

Ideally what do you think the customer will accept to solve the complaint?
(Please tick)

Replacement Return of Goods for full Credit Allowance of: £

Have you inspected the product? **Y/N** Do you think the complaint is valid? **Y/N**

Please use the space below to include any other information you feel may be relevant:
PLEASE SEE ATTACHED
PHOTO OF HOLE IN CUSTOM
MADE RUG FROM TUFFNEL
DELIVERY

Signed: [Signature] Position: BRANCH MANAGER Date: 30/03/2016

JOHN MCARTHUR