



CUSTOMER SERVICE REPORT

Complaint Ref:	
Date Issued:	

Account Details

Account No: WMRC010
 Name: MR CARPET LTD
 Address: UNIT 19
 32 STADIUM STUDIOS
 RIVERSIDE ROAD
 Town: LONDON
 County:
 Post Code: SW17 0BA

Please complete and return by Fax: 01429 892560
 Or by Post: hitestone Weavers Limited,
 View Logistics, Park View Road East,
 Hartlepool TS25 1HT

Telephone: 020 7385 6800
 Facsimile:
 Rep/Region:

Consumer Details

Name: MS CAROLINE TOLHURST
 Address: 38 EXETER HOUSE
 PUTNEY HEATH
 LONDON
 Post Code: SW15 3SX
 Telephone Home: 07801-105314
 Telephone Work:

Complaint Details:

DURHAM TWIST 50 PEARTREE, 8-00 x SMTR 2400
 " " " N CALICO, 3-75 x SMTR 2400
 2-75 x SMTR
 CUSTOMER HAS QUERIED THE QUALITY OF
 HER PURCHASE, SHE BELIEVES THAT ON
 ALL CARPETS SHE HAS BEEN SENT THE
 600Z QUALITY INSTEAD OF 500Z

Our Order No:	Your Ref: F25544
Delivery Note No:	Fitting Date: 23/05/2017
Our Invoice No: 4100132416785	DURHAM TWIST 50
Colour/Pattern:	PEARTREE 2
Piece No:	NATURAL CALICO
	Length: Width:

WE WOULD RESPECTFULLY POINT OUT THAT
 THE MATERIAL HAS FIRST BEEN INSPECTED BY THE RETAILER. PLEASE NOTE: ALL CREDITS ARE
 RESTRICTED TO THE MATERIAL VALUE ONLY, WE DO NOT PAY REFITTING COSTS.

**SHOULD IT BE NECESSARY TO INSTIGATE AN INDEPENDENT REPORT, THE COST OF THIS WILL
 BE PASSED ON TO YOU IF NO FAULT IS FOUND.**

Please be sure to have inspected yourself to avoid any problems regarding the above.

Photographic evidence must be provided for all complaints.

I have read the above and agree to the terms and conditions.

Sign

Date 13/06/17

Whitestone Weavers Limited, View Logistics, Park View Road East, Hartlepool TS25 1HT

Telephone: 01429 892555 Facsimile: 01429 892560

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