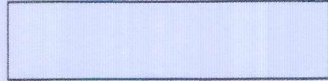




PRODUCT COMPLAINT FORM



Date: 13.2.2018

10/3

PLEASE COMPLETE AND RETURN TO:

Relay Park
Relay Drive
Tamworth, Staffordshire
B77 5PR
Tel: 01827 831496
Fax: 01827 831451

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

MR CARPET
301 MUNSTER ROAD
LONDON
SW6 6BJ
Tel: 020-7385-6800
Contact: GRAHAM MOUNAR
Email: FULHAMBRANCH@MR-CARPET.CO.UK
Account Number: 8732
Invoice Number: 1991806

Consumer Name and Address

MRS E DE WIT
FLAT 2 9 GREYHOUND ROAD
LONDON
W6 9NH
Home Tel:
Mobile: 07799 590950 TENANT - NIMESHAN
Email: SUMANSETHI@DEXTERS.CO.UK
020-8439-6063
Invoice Date: 12.09.2014

ABOUT THE CARPET

Quality: NATURAL SHADES
Colour: SHADOW
Size: 6.50 X 4.00 M
No of Pets: 0
No of Adults: 1
No of Children: 0

Location in House: 2 BEDROOMS & HALL
Date Fitted:
Type of underlay: 10MM PU FIRM
Sub Floor: WOOD
Method of Fitting: GLOUSE COVER
Vacuum Cleaner Type: DUSTON

Has the carpet been cleaned since installation YES / NO (Delete as appropriate)
If Yes, Date of Clean NO Type of Clean N/A

Images available (tick appropriate box)
Yes No
[] [x]

Retailers Inspection Report:

EXCESSIVE PILLING IN BEDROOM & HALL
THIS HAS HAPPENED BEFORE SEE ATTACHED FORMS RE 02809

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 matt.williams@hfdtamworth.com

MARIE.YORK@HFD TAMWORTH.COM Issue 3

2013

e-mail sent
24/01/17

Our Reference No. 62899

11 January 2017

Mr Carpet Ltd
301 Munster Road
Fulham, London
SW6 6BJ

Dear Sirs

Mrs E. De Wit

I am in receipt of an independent inspection report regarding a supply of Natural Shades, colour Shadow fitted for the above mentioned client.

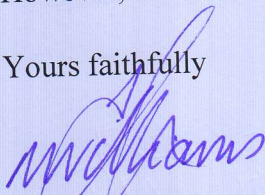
The complaint reported was one of excessive pilling

Upon closer inspection, the inspector confirmed the presence of pilling on the material, as instructed the inspector proceed to remove the pills by way of shearing, and the work was duly completed.

We therefore confirm the remedial has been successfully completed, and no further action is required as there are no manufacturing defects present.

However, if there are any further questions, please don't hesitate to contact me.

Yours faithfully



Matthew Williams
Customer Services

Manx Tomkinson
Relay Park • Relay Drive
Tamworth • Staffordshire
B77 5PR

Sales Tel: 01827 831 450

Fax: 01827 831 451

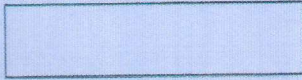
Email: sales@manxtomkinson.co.uk

www.manxtomkinson.co.uk





PRODUCT COMPLAINT FORM



3 of 3

Date: 17th NOVEMBER 2016

PLEASE COMPLETE AND RETURN TO:

Relay Park
Relay Drive
Tamworth, Staffordshire
B77 5PR
Tel: 01827 831496
Fax: 01827 831435

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

MR CARPET LTD
301 MUNSTER ROAD
FULHAM
LONDON SW6 6BD
Tel: 020 7385-6800
Contact: JOHN MCARTHUR
Email: fulhambranch@mr-carpet.co.uk
Account Number: 2006
Invoice Number: 1991806

Consumer Name and Address

MRS E DEWIT
Flat 2
9 GREENHAWND ROAD
LONDON W6 9NH
Home Tel: 0061 404315424
Mobile: 07999 590950 TENANT - NIMET TAN
Email: elisa.dewit@nordenbasefulbright.com
Invoice Date: 12/09/2014

ABOUT THE CARPET

Quality: NATURAL SHAPES
Colour: SHADOW
Size: 650 x 400cm
No of Pets: 0
No of Adults: 1
No of Children: 0

Location in House: 2 bedrooms + Hall
Date Fitted:
Type of underlay: 10mm PU foam
Sub Floor: WOOD
Method of Fitting: CONVENTIONAL
Vacuum Cleaner Type: DYSON - CYLINDER

Has the carpet been cleaned since installation YES / No (Delete as appropriate)
If Yes, Date of Clean NO
Type of Clean N/A

Images available (tick appropriate box)
Yes [checked] No []

Retailers Inspection Report:

EXCESSIVE PILING - ESPECIALLY IN HALLWAY. IF FRONT DOOR IS TRIMMED THIS WILL HELP AS DOOR IS RUBBING AND CAUSING. HOWEVER PILING IS STILL EVIDENT IN 2 BEDROOMS SO FIBRES REQUIRING REMOVAL - RECOMMEND INSPECTOR TO STEAM OFF THE PILING.

In your opinion, can this complaint be settled with an allowance? YES / No
If Yes, Suggested Allowance N/A

Completed complaint forms must be accompanied with images of the fault.
Please email to marie.york@hfdtamworth.com