



Complaint Questionnaire - Fax back to 01204 888154

Brookhouse Mill, Greenmount, Bury, BL8 4HR. Tel: 01204 881234

customerservice@commarcarpets.co.uk



All complaints must be inspected by the retailer before completing this form. When faxing, please use black pen

Account	
Company Name	MR CARPET
Address Line 1	301 MONSTER RD
Address Line 2	
Address Line 3	LONDON
Postcode	SW6 6BS
A/c Code	MIS001
Tel	02073811989
Fax	
Contact name	GRAHAM
e mail address	FULHAMBRANCH@MR-CARPET.CO.UK

Store (Only to be completed where different to account)	
Company Name	
Address Line 1	
Address Line 2	
Address Line 3	
Postcode	
Contact Name	
Tel	
Fax	

Date complaint form sent: 25-7-18

Consumer (if applicable)	
Contact Name	MRS IRIS GUETTER
Address Line 1	25A MARLBOROUGH COURT
Address Line 2	PENBROKE ROAD
Address Line 3	LONDON
Postcode	W8 6DE
Tel (Home)	
Tel (Work)	
Tel (Mobile)	0771-784927
Occupants at address: Adults	2
Children	
Pets	
Vacuum Type (Upright / Cylinder)	?
Vacuum Age	
Yrs	
Price paid for carpet	(inc. Fitting and underlay) Yes/No <input checked="" type="checkbox"/> £2500

Carpet Details (for each piece)				
Ref. Range & Colour	Length	Width	Backing	Customer P/Order Ref
OKLANDS 42.2-95 RICE	2-95	S	H10 W136744/001	F264

Installation (if applicable)	
Date Fitted	23-7-18
New underlay? Yes/No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Underlay Type	CLOSE COVER
Method of fitting	WOOD
Type of floor	DINING ROOM
Room(s) carpet fitted	
Was advice given on shading at point of sale? Yes/No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Was advice given on flattening at point of sale? Yes/No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Was advice given on colour-matching at point of sale? Yes/No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
NB This date must be supplied to avoid delay	

PLEASE ENTER FAULT DETAILS BELOW

THESE ARE TWO CUTS ON THE ORDER BUT THE 2-95 X 5 HAS ROGUE TUFTS IN 2 AREAS
 I WILL ATTACH SEPARATE PHOTOS.
 PLEASE REPLY OR REPLACE. PLEASE BEAR IN MIND THE CUSTOMER IS AWAY FOR 3 WEEKS.

(A full description of the nature of the fault can speed-up the processing of this complaint)