

# VICTORIA CARPETS

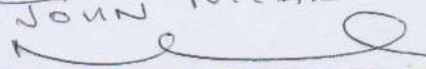
Established 1895

Worcester Road, Kidderminster, Worcestershire DY10 1JR England  
Telephone: 01562 749620

PLEASE EMAIL THIS QUESTIONNAIRE TO: [cm@victoriacarpets.com](mailto:cm@victoriacarpets.com) or Fax: 01562 749349  
Registered in England No. 1178175

## 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.

<b>Complaint reference no</b>	
<b>A/C number</b> 179693	<b>Consumer</b> MR + MRS BARNES
<b>Retailer</b> MR CARPET LTD	<b>Address</b> 31 BARKSTON
<b>Address</b> 301 MONSTER ROAD FULHAM LONDON	GARDENS LONDON
<b>Post Code</b> SW6 6BJ	<b>Post Code</b> SW5 0ER
<b>Tel No:</b> 020-7381-1989	<b>Tel No: (day)</b> 020-7259-2895
<b>Contact Name:</b> JOHN MCARTHUR	<b>Tel No: (evening)</b> " "
<b>Email address:</b> fulhambranch@mr-carpet.co.uk	annettebarnes333@yahoo.co.uk
<b>Invoice No</b> 89192	<b>Invoice date</b> 16/08/19
<b>Product</b> NATURAL CO-ORDINATE	<b>Colour/Design</b> SNELL
<b>Sizes</b> 6-10 x 4MTR	<b>Dated fitted</b> 12/09/19
<b>Complaint description</b> HALLWAY IS PILLING AFTER ONLY 2 MONTHS FROM INSTALLATION (SEE ATTACHED PHOTOS)	
<b>Date of Complaint</b> 06-11-2019	<b>Date of retailers inspection</b> 14-11-2019 (14)
<b>Room(s)</b> HALLWAY	<b>No of occupants</b> 2
<b>Fitting method</b>	<b>Pets</b> NONE
<b>Underlay</b> <input checked="" type="checkbox"/> None	<b>New</b> <input type="checkbox"/> <b>Existing</b> <input type="checkbox"/>
<b>Vacuum cleaner type</b> MIELE CYLINDER	<b>Frequency of vacuuming</b> WEEKLY
<b>Subfloor type</b>	
<b>Stain resist treatment</b> N/A	<b>Carpet cleaned</b> N/A
<b>Applied by</b> "	<b>By whom</b> "
<b>Retailers inspection findings</b> All complaints must be inspected by the retailer before completing this form	
<b>Name:</b> JOHN MCARTHUR	
<b>Signed:</b> 	<b>Date:</b> 18/11/19

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 EN 14499.  
Please note that should a replacement be needed, we offer £3.50 m2 for any refitting costs.