

VICTORIA CARPETS

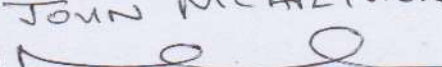
Established 1895

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

PLEASE EMAIL THIS QUESTIONNAIRE TO: 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.

Complaint reference no	
A/C number 179693	Consumer SANDRA FLETCHER
Retailer MR CARPET	Address 14 MANNY SWINWELL
Address UNIT 32	HOUSE, CLEM ATLEE EST
WIMBLEDON BUSINESS CENTRE	LONDON
STADIUM STUDIOS	
Post Code SW17 0BA	Post Code SW6 7RA
Tel No: 020 7381-1989	Tel No: (day) 07940-151801
Contact Name: JOHN MCARTHY	Tel No: (evening) N/A
Email address: fulnam branch DMF-carpet work	
Invoice No 0098511	Invoice date 25/10/19
Product HAZELAND KEMPSEY	Colour/Design KEMPSEY
Sizes 5-25M x 4MTR	Dated fitted 07/11/19 (NOVEMBER)
Complaint description Line Fault F27336 (see attached photos) Replacement Required	
Date of Complaint 07/11/19 (DANIELA)	Date of retailers inspection SEE ATTACHED PHOTO
Room(s) LIVING ROOM	No of occupants 2
Fitting method SLEDGE	Pets N/A
Underlay <input checked="" type="checkbox"/> None	New <input checked="" type="checkbox"/> Existing
Vacuum cleaner type N/A	Frequency of vacuuming N/A
Subfloor type CONCRETE	
Stain resist treatment N/A	Carpet cleaned N/A
Applied by	By whom
Retailers inspection findings All complaints must be inspected by the retailer before completing this form	
Name: JOHN MCARTHY	
Signed: 	
Date: 11/11/19	

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.