



PRODUCT COMPLAINT FORM

PLEASE COMPLETE AND RETURN TO :
Kersiant Cobb & Co
Gorse Lane
Coleshill
B46 1JU
Tel : 01675 433019 -

Important Please quote this reference
Date : 28-02-20

We would respectfully point out that we cannot process an enquiry until an inspection has been carried out by the retailer

Retailer : Name & address
MR CARPET LTD
301 MUNSTER ROAD
FULHAM
LONDON

Consumer : Name & address
RACHEL HENLEY
17 EDENHURST AVENUE
LONDON
SW6 3PD

Tel : _____
Contact : JOHN MCARTHUR

Home Tel: _____
Work Tel: _____
Mobile Tel: 07747-023513

Account No : 9271
Invoice No : 17917739
Invoice date : 18/02/2020

ABOUT THE CARPET :

Quality PAMPAS NORDIC
Colour NOOK
Size 30M x 5M 8.90 x 5M
Pets N/A
Adults (2)
Children (0) NONE

Location In house STAIRS/LANDING & 5 BEDROOMS
Date fitted 24/02 & 25/02
Type of underlay _____
Sub floor _____
Method of fitting _____

Has the carpet been cleaned since installation ?
NO! IN PROCESS OF INSTALLATION
Date _____ Type _____

Images available (tick appropriate box)

Yes No

Details : _____

Retailers inspection report

PLEASE SEE ATTACHED PHOTOS OF CARPET BACKING BADLY DE LAMINATED + LINE FAULTS!

* REGARDING EITHER ALLOWANCE OR REPLACEMENT DEPENDS ON HOW OUR FITTERS CAN HOLD THE BACKING TOGETHER

In your opinion can this complaint be settled by an allowance ?

Suggested allowance ? _____

Retailers Signature _____

SO I DOESN'T COME THROUGH TO THE SURFACE
Position MANAGER



COMPLETED COMPLAINT FORMS MUST BE ACCOMPANIED BY IMAGES OF THE FAULT, PLEASE E-MAIL TO SARAH.RANDELL@HFDCCOLESHILL.COM