

Creative Floorcoverings & Rugs by
CRUCIAL TRADING

PRODUCT COMPLAINT FORM

PLEASE COMPLETE AND RETURN TO :
Relay Park
Relay Drive
Tamworth
B77 5PR
Tel : 01827 831457

Important Please quote this reference

Date : 23-6-21

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
301 MUNSTER ROAD
LONDON
SW6 6 5J

Tel : 020 7381-1989
Contact : GRAHAM MANNAR

Account No : 7355
Invoice No : 18065004
Invoice date :

Consumer : Name & address

FIONA DIAMOND
9 ALEXA COURT
73 LEXHAM GARDENS
LONDON W8 6JL

Home Tel: _____
Work Tel: _____
Mobile Tel: 07710 603666

Quality: WOOL REEF
Colour: WR 100
Size: 28.15 X 5
Pets: _____
Adults: 2
Children: _____

ABOUT THE CARPET :

Location In house: Living Room + 2 Bedrooms
Date fitted: 6-11-20
Type of underlay: P.V FOAM
Sub floor: WOOD
Method of fitting: CLOSE COVER

Has the carpet been cleaned since installation ?

Images available (tick appropriate box)

Yes

No

Details :
Date _____ Type _____

Retailers inspection report

THE CUSTOMER IS COMPLAINING OF A MISSING TILT IN THE CARPET. THEY HAVE SOME SPARE CARPET I WOULD SUGGEST THAT YOU SEND SOMEONE TO RE-TILT THE CARPET
OR INSPECT

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

Suggested allowance ? _____

Retailers Signature

G. Mannar

Position

SALES

COMPLETED COMPLAINT FORMS MUST BE ACCOMPANIED BY IMAGES OF THE FAULT,
PLEASE E-MAIL TO matt.williams@hfdtamworth.com