



CUSTOMER SERVICE REPORT

Complaint Ref:	
Date Issued:	

Account Details

Account No:	WMRC101
Name:	Mr Carpet
Address:	Unit 19, Riverside Road Wimbledon Business Centre
Town:	London
County:	
Post Code:	SW17 0BA

View Logistics, Park View Road East,
Hartlepool TS25 1HT

Telephone:	020-8879-0485
Facsimile:	
Rep/Region:	Nick Wood

Consumer Details

Name :	Mrs Silvia Ybanez
Address:	Flat 6 26 Exeter Road London
Post Code:	NW2 4SH
Telephone Home:	07795-202871
Telephone Work:	N/A

Complaint Details:

Please see attached photos provided by our Warehouse manager Charlie Clough

We cut 6m x 4m of the 17.20m roll and then found the damage to the roll after which can clearly be seen in the attached photos, also the 4.40m cut has indentations to the backing

As agreed with Pam Robbins we will install the carpets as our customer has removed all her carpets within her flat

If you can kindly confirm by return when we will receive the replacement carpets

Our Order No:	2367726	Your Ref:	F27935		
Delivery Note No:		Fitting Date:	10/02/2021		
Our Invoice No:	NOT YET RECEIVED				
Colour/Pattern:	Hassle Free Velvet Pale Sepia	Length:	4.4	Width:	4
Piece No:		Length:	17.2	Width:	4

**WE WOULD RESPECTFULLY POINT OUT THAT
THE MATERIAL MUST FIRST BE INSPECTED BY THE RETAILER. PLEASE NOTE: ALL CREDITS ARE
RESTRICTED TO THE MATERIAL VALUE ONLY, WE DO NOT PAY REFITTING COSTS.**

SHOULD IT BE NECESSARY TO INSTIGATE AN INDEPENDENT REPORT, THE COST OF THIS WILL
BE PASSED ON TO YOU IF NO FAULT IS FOUND.

Please be sure to have inspected yourself to avoid any problems regarding the above.

I have read the above and agree to the terms and conditions.

Sign John McArthur

Date 10/02/2021

View Logistics, Park View Road East, Hartlepool TS25 1HT

Telephone: 01429 892500 Facsimile: 01429 892560

Customerservice@viewlogistics.co.uk