

15 June 2021

Mr Carpet Ltd
Unit 19 Wimbledon Business Centre
Riverside Road
Tooting
London
SW17 0BA

For the attention of John McArthur

Dear John

Complaint Number 161534 – Mr and Mrs Peerless

I am writing further to your email of earlier today in relation to your submitted complaint regarding a quantity of our Pampas Nordic, colour Nuuk supplied to your above mentioned customer.

I can confirm that we have requested the independent inspector to attend site, to complete the shearing works, as requested.

As soon as we have his report, we shall contact you again accordingly.

Although we strive to minimize the time frame for the above procedure, these will vary depending on the prevailing circumstances and availability of the inspector and your customer.

However, if there are any further questions or if I can be of any further assistance, please don't hesitate to contact me.

Yours faithfully



Marie York
Head of Customer Services

