

PLEASE COMPLETE AND RETURN TO:

Relay Park
 Relay Drive
 Tamworth, Staffordshire
 B77 5PR
 Tel: 01827 831496

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

Retailer Name and Address

Mr Carpet Ltd
 301 Munster Road
 Fulham
 London SW6 6BJ
 Tel: 020-7381-1989
 Contact: John McArthur
 Email: fulhambranch@mr-carpet.co.uk
 Account Number: KU00048
 Invoice Number: Not Received

Consumer Name and Address

Rhonda Hughes
 55 Halford Road
 London
 SW6 1LA
 Home Tel:
 Mobile: 07802-419120
 Email: hrhondahuges@aol.com
 Invoice Date: N/A

ABOUT THE CARPET

Quality: Barbican
 Colour: 122 Wheat
 Size: 4.80m x 4.00m
 No of Pets: 0
 No of Adults: 1
 No of Children: 0

Location in House: Living Room
 Date Fitted: Friday 13th August 2021
 Type of underlay: 10mm PU Foam Underlay
 Sub Floor: Wood
 Method of Fitting: Stretch Fitted
 Vacuum Cleaner Type: N/A

Has the carpet been cleaned since installation Yes / No (Delete as appropriate)
 If Yes, Date of Clean N/A
 Type of Clean

Images available (tick appropriate box)

Yes	No
<input checked="" type="checkbox"/>	<input type="checkbox"/>

Retailers Inspection Report:

After 80% of the carpet had been installed our fitter has noticed that there is a line fault in the carpet.
 I instructed our fitter to complete the installation as the customer was having furniture delivered tomorrow.

In your opinion, can this complaint be settled with an allowance? Yes / No
 If Yes, Suggested Allowance YES PLEASE ADVISE

Completed complaint forms must be accompanied with images of the fault.
 Please email to matt.williams@hfdtamworth.com