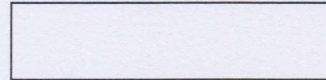


# CRUCIAL TRADING

Where Inspiration Begins

## PRODUCT COMPLAINT FORM



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  
UNIT 32,  
STADIUM STUDIOS  
RIVERSIDE ROAD  
Tel: 020-7381-1989  
Contact: John McArthur  
Email: Fv nam branch wmf carpet  
Account Number: 7355  
Invoice Number: 17567138

Consumer Name and Address  
CLARISSA IRVINE (DENHAM)  
76 ELLERBY STREET  
LONDON  
SW6 6EZ  
Home Tel: \_\_\_\_\_  
Mobile: 07967-098092  
Email: clarissairvine@yahoo.com  
Invoice Date: 03/01/2019

### ABOUT THE CARPET

Quality: SISAL GRAND MORNINGTON  
Colour: GU-100  
Size: 11.70 x 4.1MTR  
No of Pets: NIL  
No of Adults: 2  
No of Children: 0

Location in House: stairs  
Date Fitted: 17/01/2019  
Type of underlay: DURAFIT 650 CROMB  
Sub Floor: WOOD  
Method of Fitting: DOUBLE STICK  
Vacuum Cleaner Type: \_\_\_\_\_

Has the carpet been cleaned since installation  
If Yes, Date of Clean N/A

Yes / No (Delete as appropriate)  
Type of Clean \_\_\_\_\_

Images available (tick appropriate box)

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

Retailers Inspection Report:

Consumer contacted consumer department  
direct on 14/02/22 @ 11.17am  
Bottom Taped Runner has worn badly

In your opinion, can this complaint be settled with an allowance?  
If Yes, Suggested Allowance \_\_\_\_\_

Yes / No

Completed complaint forms must be accompanied with images of the fault.

Please email to [marie.york@hfdtamworth.com](mailto:marie.york@hfdtamworth.com)