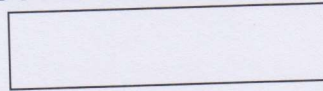


CRUCIAL TRADING

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 SWITONBA
Tel: 020-7381-1989
Contact: JOHN McARTHUR
Email: fulhambranch@mr-carpet.co.uk
Account Number: 7355
Invoice Number: 18625146

Consumer Name and Address

MRS MONTGOMERY
STUDIO B
11 EDITH GROVE, LONDON
SW10 0JZ
Home Tel: N/A
Mobile: 07977-148052
Email: martine.montgomery@gmail.com
Invoice Date: 21/04/2022

ABOUT THE CARPET

Quality: ENCHANTED
Colour: SOFT SAND
Size: 6-60 x SMTR
No of Pets: 0
No of Adults: 2
No of Children: 0

Location in House: BEDROOM
Date Fitted: 03/05/22
Type of underlay: LOW TOG UNDERLAY
Sub Floor:
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 N/A

Images available (tick appropriate box)

Yes No

Retailers Inspection Report:

With the carpet fitted to the Loft room our fitters had installed the 1st part of the room and then came across the damaged carpet at the other end. Holes / Dirty marks & delaminated / Soiled backing (water damage)?

In your opinion, can this complaint be settled with an allowance? Yes No
If Yes, Suggested Allowance _____

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

Please email to marie.york@hfdtamworth.com