

Date: 13/09/2022

PLEASE COMPLETE AND RETURN TO:

Relay Park
Relay Drive
Tamworth, Staffordshire
B77 5PR
Tel: 01827 831496
Fax: 01827 831425

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 LONDON LTD
301 MUNSTER ROAD
LONDON
SW6 6BJ

Consumer Name and Address

LUCY CARLBOM (CARLBOM)
FLATE
26 LOWER SLOANE STREET
LONDON, SW1V 8BJ

Tel: 020-7381-1989
Contact: JOHN MCARTUR
Email: fulhambranch@mr-carpet
Account Number: 8408 london.co.uk
Invoice Number: NIA YET

Home Tel: 020-7730-8123
Mobile: 07796-922448
Email: LUCYCARLBOM@
googlemail.com

Invoice Date: _____

ABOUT THE CARPET

Quality: TEMPTATION
Colour: TUSK
Size: 14-45 x 4MTR
No of Pets: 0
No of Adults: 2
No of Children: 0

Location in House: 4 BEDROOMS
Date Fitted: 07/09/2022
Type of underlay: 10MM PU FOAM UNDERLAY
Sub Floor: WOOD
Method of Fitting: STRETCH FITTED ON
GRIPPEROPS
Vacuum Cleaner Type: NIA

Has the carpet been cleaned since installation
If Yes, Date of Clean NO

Yes No (Delete as appropriate)
Type of Clean _____

Images available (tick appropriate box)

Yes No

Retailers Inspection Report:

CUSTOMER HAS COMPLAINED THAT THE CARPET
INSTALLED IS NOT WITHIN TOLERANCE OF OUR
SAMPLE IN THE SHOWROOM.

UPON INSPECTION AND COMPARING BOTH
FITTED CARPET & OUR SAMPLE WOULD ~~ASBESTOS~~
SEND

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

Yes No THROUGH
COMPLAINT

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