

VICTORIA CARPETS®

Established 1895

Worcester Road, Kidderminster, Worcestershire DY10 1JR England


Telephone: 01562 749620

PLEASE EMAIL THIS QUESTIONNAIRE TO: CM@victoriacarpets.com or Fax: 01562 749349

Registered in England No. 1178175

CARPET COMPLAINT QUESTIONNAIRE

Please note if no evidence of a manufacturing defect can be found after our investigation, any costs incurred by Victoria Carpets Ltd will be re-charged to the relevant company.

Complaint reference no N/A	
A/C number 199123	Consumer KNIGHT BUILDING
Retailer MR CARPET LONDON	Address JOCKEY GREEN
Address 299 UPPER RICHMOND ROAD, LONDON	GREAT BEDWYN
Post Code SW14 8QS	Post Code SN8 3NA
Tel No: 020-8876-9126	Tel No: (day) 01672-870033
Contact Name: JOHN MCARTUR	Tel No: (evening) 01977-758406
Email address: JACK BARTON fulhambranch@mr carpet london. co. uk	
Invoice No NOT RECEIVED	Invoice date NOT RECEIVED
Product NATURAL COORDINATES	Colour/Design SWEET
Sizes	Dated fitted 28/09/23
Complaint description VARIOUS FAULTS WITHIN ALL CARPETS (PHOTOS ATTACHED)	
Date of Complaint 27/09/2023	Date of retailers inspection 27/09/2023
Room(s) Stairs/Landings 2-3 Bedrooms	No of occupants NEW BUILD *
Fitting method STRETCH FITTING	Pets NONE
Underlay NONE	New <input checked="" type="checkbox"/> Existing <input type="checkbox"/>
Vacuum cleaner type N/A	Frequency of vacuuming N/A
Subfloor type WOOD	
Stain resist treatment N/A	Carpet cleaned N/A
Applied by	By whom N/A
Retailers inspection findings All complaints must be inspected by the retailer before completing this form * FULL CREDIT AWARDED BY DANIEL ALP 13/10/23	
Name: Signed: 	Date: 13/10/23

Any further information, including a diagram of the installation and/or photographs should be attached where possible. Your attention is drawn to the recommendation that the carpet should be installed according to BS 5325 and that the underlay should conform to BS EN 14499.