

Unnatural Flooring

Complaint Form

Stockist Information:

Company Name:	Mr Carpet London Ltd	Company Address:	299 Upper Richmond Road
Contact Person:	John McArthur	Address:	
Telephone:	020-7381-1989	Address:	
Email:	fulhambranch@mrcarpetlondon.co.uk	Town/City:	London
		County:	
		Postcode:	SW14 8QS

Product Information:

Range:	New England	Invoice No:	40066
Colour/Code:	Bridgeport	Length/Width:	5 cut's (26m x 4m in total)

Nature of Complaint:

Has the flooring been cut?	Yes
Has the flooring been fitted? Yes/No	Yes
If yes, date of fitting?	20/02/2023
What underlay was used?	Carpenter 6mm Extrastep Double Stick
What adhesive was used?	F40 / F3 & F30 Seamsealer for seam in living room
Placement of flooring ie. Bedroom	Throughout Flat but complaint in Living Room
Please describe the complaint:	Flooring fitted in February 2023 but concerns raised early January 2024 Re seam in Living Room has parted (see attached photos) Our approved fitter attended site on 7 th February 2024 and couldn't rectify issue.

Please include photographic images with your complaints form and we will respond in due course