

VICTORIA CARPETS®

Established 1895

Worcester Road, Kidderminster, Worcestershire, DY10 1JR England

Telephone: 01562 749300

PLEASE EMAIL THIS QUESTIONNAIRE TO: cs@myvictoria.co.uk

VICTORIA CARPETS COMPLAINT QUESTIONNAIRE

Claim registration number	
---------------------------	--

Retailers Details	Consumer Details
Account Number: 199123	Name: MAGGIE HAMILTON
Address: 301 MUNSTER RD LONDON SW6 6BT	Address: 33 LANCASTER COURT FULHAM, LONDON, SW6 5TB
Postcode: SW6 6BT	Postcode: SW6 5TB
Tel No: 020-7381-1989	Tel No: 07765-227996
Contact Name: JOHN MCCARTUR	
Email Address: fulham branch @	

PRODUCT DETAILS

Date Purchased: 30/01/24	Date Fitted: WED 14/02/23
Product: TOPOR CO-ORDINATES	Colour: TCC20 - LINEN
Invoice No:	Sizes: 4-90 x 4MTR
Order No: F29733	Location Fitted: LIVING ROOM

COMPLAINT DESCRIPTION

CUSTOMER CALLED SHOWROOM 19/03/24
COMPLAINING THAT CARPET WAS 'FUZZY'
ONLY AFTER 1 MONTH OF FITTING.

ADDITIONAL INFORMATION

No of Occupants: 1	Fitting Method: 10MM PU FOAM
Pets: NIL	Vacuum type: DYSON
Frequency of vacuuming:	Subfloor Type: WOOD

INSPECTION DETAILS

UPON INSPECTION (SEE ATTACHED PHOTOS)
THE CARPET HAS DEVELOPED SEVERE
PILING ISSUES.

Date of retailer's inspection? TUESDAY 26/03/2024

What is your recommendation? REPLACEMENT

Any other observations? NONE

Inspected by: JOHN MCCARTUR Position in Company: BRANCH MANAGER

Signed:  Date: 26/03/24

Any further information, including a diagram of the installation and photographs should be attached where possible.