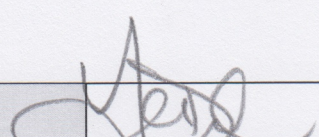


|   |  |                              |   |
|---|--|------------------------------|---|
| Company Name:   | MRCARPET LONDON                                    | Consumer Name:               | DAVID LAMPKOWSKI  |
| Company Address:  | 299 UPPER RICHMOND ROAD WEST<br>LONDON<br>SW14 8QS | Consumer Address:            | 27<br>OBSERVATORY ROAD<br>LONDON  |
| Company Postcode:   | SW14 8QS   | Consumer Postcode:           | SW14-7QB  |
| Company Telephone:  | 0208 8769126                                       | Consumer Telephone:          | 07501-852270  |
| Carpet Ordered:   | 30-10-25   | Size of Order:               | 7.60 x 5.00   |
| Date of Invoice:  | NEC1-17607   | Date Fitted:                 | 26.11.25  |
| <b>Complaint Description:</b>   |  |                              |   |
| CUSTOMER REPORTED TO US ON THE 12 <sup>th</sup> JAN 2026 THAT THE LOP WAS LIFTING FROM THE CARPET |  |                              |   |
| Date of Complaint:  | 21-1-26  | Retailer Inspection: Y/N     | 12-1-26 Y   |
| New Underlay: Y/N   | Y  | Date of Retailer Inspection: |   |
| Carpet Cleaned: Y/N   | N  | Fitting Method:              | GRIPPED / STRETCH FIT   |
| Household Pets: Y/N   | N  | Stain Resist Treatment: Y/N  | N   |
| Number of Occupants:  | 4  | Photographs Attached: Y/N    | YES   |
| <b>Retailers Inspection Findings:</b>   |  |                              |   |
|   |  |                              |   |
| Date:   | 21-01-26   | Signature:                   |  |

JOHN DREDGE