

Customer Service Concern Form

Complete all details in each sections and check boxes, save and return to
email: customerservices@westexflooring.com or fax: 01274 873266

Westex Order / Invoice number or PO number		Account Number	MRCA02
Retailer	MR CARPET LTD.	Contact Number	020-89477522
Postcode	SW17 0BA.		
Email address	raynesbranch@mr-carpet.co.uk.		

Quality	Colour	Length m	Width m	Location Fitted
ULTIMA	SAND	5.25m	3.66m	BEDROOM.

Consumer name		MRS HILARY HUDSON	
Consumer address		34 DUNMORE ROAD, LONDON, SW20 8TN	
Consumer landline no:		Consumer mobile:	07707 026018
Consumer email		hudsonh79@gmail.com.	
No. of adults:	2	No of children	/
		No of pets	/
		Type of pet	/

Fitting date	2/12/21	Fitting method	(if known) STRETCH.
Underlay type	PU UNDERLAY	New underlay <input checked="" type="checkbox"/>	Existing underlay <input type="checkbox"/>
Subfloor	Wood <input checked="" type="checkbox"/> Concrete <input type="checkbox"/> Ply <input type="checkbox"/> Other		
Vacuum type			

Has inspection been carried out by the store? Yes No Date of inspection: 3/12/21.

Brief description of the concern raised:

MISSING TUFTS IN ALL AREAS.

PLEASE NOTE: PHOTOGRAPHIC EVIDENCE MUST BE PROVIDED