

VICTORIA CARPETS®

Established 1895

Worcester Road, Kidderminster, Worcestershire, DY10 1JR England


Telephone: 01562 749300

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

VICTORIA CARPETS COMPLAINT QUESTIONNAIRE

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

Retailers Details		Consumer Details	
Account Number: 179693		Name: JESSICA FRECKLETON	
Address: 32 STADIUM STUDIOS. RIVERSIDE RD LONDON		Address: 19 AMITY GROVE LONDON	
Postcode: SW17 0RU		Postcode: SW20 0LQ	
Tel No: 020 8947 7522		Tel No: 07796-944408	
Contact Name: SALLY BLACKMAN			
Email Address: sallyblackman@mr-carpet.co.uk			
PRODUCT DETAILS			
Date Purchased: 4/06/2021		Date Fitted: 08/07/21	
Product: TUDOR TWIST 4002		Colour: COOL IVORY	
Invoice No: 0164103		Sizes: 3.75m x 5m	
Order No: R18580 (01350955)		Location Fitted: BEDROOM	
COMPLAINT DESCRIPTION			
ROQUE BLUE TUFTS IN 3 AREAS.			
ADDITIONAL INFORMATION			
No of Occupants: 3		Fitting Method: STRETCH	
Pets: N/A		Vacuum type: N/A	
Frequency of vacuuming: N/A		Subfloor Type: WOOD	
INSPECTION DETAILS			
INSPECTED 8/07/21. BLUE ROQUE TUFTS IN CARPET.			
Date of retailer's inspection?	8/07/21		
What is your recommendation?	RETOUFTING OR REPLACEMENT		
Any other observations?			
Inspected by: SALLY BLACKMAN	Position in Company: SHOWROOM MANAGER		
Signed: 	Date: 9/07/21		

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