



Customer Services
Telephone 01204 881213
Fax 01204 888154
customerservice@cormarcarpets.co.uk

GREENWOOD & COOPE LIMITED

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|--|--|---------------------|
| Date: | 18/07/2017 | Our Ref: 201990/002 |
| To: | David | |
| Company: | Mr Carpet Limited | |
| Fax Number: | davidguyan@mr-carpet.co.uk | |
| NUMBER OF SHEETS SENT (INCLUDING COVER SHEET): 1 | | |
| If this facsimile is incomplete or illegible, please contact the sender as soon as possible. | | |

Dear David

Re. Complaint: CID 201990 / Shah / Sensation Ventura Opal 5M S/B

We are in receipt of your complaint form regarding the above customer carpet complaint and note the reason for the complaint.

We can offer an allowance of £500 + VAT for the master bedroom, £200 for the second room or alternatively replacements for both areas in an effort to settle this claim.

Please note this offer will be valid for 7 days from the date of this fax.

Unfortunately if we do not hear from you within 7 days this offer will be deemed to have lapsed.

In this instance, if the carpet is replaced, we would not require the original carpet back.

We look forward to hearing from you in due course.

Regards,

Melissa Smith
Customer Services Department