

## PRODUCT COMPLAINT FORM

Date: 17-11-2023

**PLEASE COMPLETE AND RETURN TO:**

Relay Park  
Relay Drive  
Tamworth, Staffordshire  
B77 5PR  
Tel: 01827 831496  
Fax: 01827 831425

We would respectfully point out that we cannot process an enquiry until an inspection has been carried out by the retailer.

**Retailer Name and Address**

MK CARPET LONDON LTD  
2991 UPPER RICHMOND WEST  
EAST SHEEN  
SW14-8QS

**Consumer Name and Address**

BROMLEY (S34080)  
9 MILDOWN AVENUE  
SW14-8JX

Tel: 0208-876-9126

Home Tel: \_\_\_\_\_

Contact: JACK BARTON

Mobile: 07810 634420

Email: (SHEEN BRANCH @ MK CARPET)

Email: CATHERINEJBROMLEY@YAHOO.CO.UK

Account Number: 8408 LONDON.CO.UK

Invoice Date: ORDER DATE 11-5-23

Invoice Number: \_\_\_\_\_

**ABOUT THE CARPET**

Quality: NATURAL RIB

Location in House: LANDING - TWO BEDS

Colour: KASHMIR

Date Fitted: 22-6-23

Size: 15.10 x 5.00

Type of underlay: RUBBER / FOAM

No of Pets: 1 x DOG

Sub Floor: WOOD

No of Adults: 2

Method of Fitting: STANDARD GRIP

No of Children: 2

Vacuum Cleaner Type: DYSON ANIMAL

Has the carpet been cleaned since installation  
If Yes, Date of Clean NO

Yes /  No (Delete as appropriate)

Type of Clean \_\_\_\_\_

Images available (tick appropriate box)

Yes  No

**Retailers Inspection Report:**

CARPET PILLING ON MAIN WALKWAYS / STAIRS / BEDROOMS  
ETC

In your opinion, can this complaint be settled with an allowance?  
If Yes, Suggested Allowance \_\_\_\_\_

Yes /  No

Completed complaint forms must be accompanied with images of the fault. Please email to [marie.york@hfdtamworth.com](mailto:marie.york@hfdtamworth.com)