

# VICTORIA™

Carpets

Worcester Road, Kidderminster, Worcestershire, DY10 1JR

Telephone: 01562 749300

PLEASE EMAIL THIS QUESTIONNAIRE TO: cs@myvictoria.co.uk

## VICTORIA CARPETS COMPLAINT QUESTIONNAIRE

|                           |  |
|---------------------------|--|
| Claim registration number |  |
|---------------------------|--|

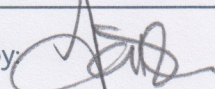
| RETAILERS DETAILS                                     | CONSUMERS DETAILS               |
|---|---------------------------------|
| Account number: 199123                                | Name: Mrs PIPPA MARSHALL        |
| Address: 293-299 UPPER RICHMOND ROAD WEST EAST SURREY | Address: 17 GAMLLEN ROAD LONDON |
| Postcode: SW14 8QS                                    | Postcode: SW15-1AB              |
| Tel no: 0208 876 9126                                 | Tel no: 07970 720573            |
| Contact name: JOHN DODGE                              | -                               |
| Email address: SHEENBRANCH@MRCARPETLONDON.CO.UK       | -                               |

| PRODUCT DETAILS                             |                         |
|---|-------------------------|
| Date purchased: 15-02-23                    | Date fitted: 14.04.23   |
| Product name: HASSLE FREE VELVET WARM PEARL | Colour name: WARM PEARL |
| Invoice and Order No: 03/04/23              | Sizes: 4.45 x 4.00M     |
| Your PO no: S 33948                         | Area fitted: Bedroom    |

| COMPLAINT DESCRIPTION   |
|---|
| CUSTOMER COMPLAINED OF A RIDGE IN THE CARPET SO WE WENT TO RE STRETCH TO FIND ITS BACKING ERROR (AS PER PICTURES) |

| ADDITIONAL INFORMATION         |                                    |
|--------------------------------|------------------------------------|
| No. of occupants: 4            | Fitting method: UNDERLAY / GRIPPER |
| Pets: NO                       | Vacuum type: UPRIGHT.              |
| Frequency of vacuuming: WEEKLY | Subfloor type: WOOD                |

| INSPECTION DETAILS                      |                                |
|---|--------------------------------|
| AS ABOVE                                |                                |
| Date of retailer's inspection? 16-04-25 |                                |
| What is your recommendation? REPAIR     |                                |
| Any other observations?                 |                                |
| Inspected by: AD                        | Position in Company: ESTIMATOR |

Signed by:  Date: 22-04-25.

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