

# CRUCIAL TRADING

Where Inspiration Begins

## PRODUCT COMPLAINT FORM

PLEASE COMPLETE AND RETURN TO:

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

Your REF 38097

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

OUR REF 536029 /

Retailer Name and Address

M/R CARPET  
293-299 Upper Richmond  
ROAD WEST  
SHEEN SW14 8QS

Tel: 0208 876 9126

Contact: JOHN OR JACK

Email: SHEENBRANCH@MRCARPET

Account Number: 3112 LONDON. CO.UK

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

Consumer Name and Address

MRS LEICESTER  
271. LONSDALE ROAD  
BARNES  
SW13-9QL

Home Tel: 07766 953115

Mobile: \_\_\_\_\_

Email: N/A

Invoice Date: 29.01.20

### ABOUT THE CARPET

— RUG —  
Quality: WILTON SVELTE SV3125  
Colour: WITH TAPE LCN 17.  
Size: 1.68 x 4.00  
No of Pets: NO  
No of Adults: 2  
No of Children: 2

Location in House: / N/A  
Date Fitted: / N/A  
Type of underlay: N/A  
Sub Floor: N/A  
Method of Fitting: N/A  
Vacuum Cleaner Type: N/A

Has the carpet been cleaned since installation Yes / No (Delete as appropriate)  
If Yes, Date of Clean N/O Type of Clean \_\_\_\_\_

Images available (tick appropriate box) Yes No

Retailers Inspection Report:

YOU PROVIDED US A RUG - WHEN OPENED TO FAULT WAS  
SEEN AND REPORTED TO US BY RETURN

REPLACEMENT PLEASE — URGENT —

In your opinion, can this complaint be settled with an allowance? Yes / No  
If Yes, Suggested Allowance \_\_\_\_\_

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

JOHN