

# Complaint Form



To process your claim as quickly as possible, please complete the following sheets. It is important you answer ALL sections. Post all sheets (originals) to the following address: FAO Complaints Department, Discount Flooring Depot, 100 Chapel Walks, Chapel Street, Salford, M3 5DW e-mail customerservice@discountflooringdepot.co.uk Call 0161 641 9996

Complaint Ref		
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### Retailer's Details

Name	Discount Flooring Depot LTD	Telephone No	0161 641 9996
Address	100 Chapel Walks, Chapel Street, Salford		
County	United Kingdom	Post Code	M3 5DW

### Consumer's Details

Name		Telephone No	
Address			
County		Post Code	

Are you the original purchaser of the floor or was the floor purchased by a previous owner? Please state:	
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Please attach a copy of your original receipt when returning completed claim. Nb. We cannot process your claim without proof of purchase.	Receipt enclosed?
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### Installer's Details

Name		Telephone No	
Address			
County		Post Code	

### Product Details

Product Range		Colour/Décor	
EAN Code (Bar code on box)		Date problem started	
Area installed M2		Date installed	
Production code (found on back of board)			
Please state which room/s laminate is fitted in:			

### Reason For Complaint

Describe in as much detail as possible the problem/reason for complaint:-

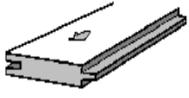
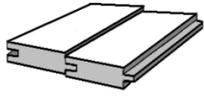
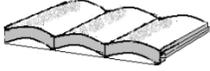
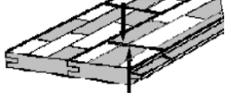
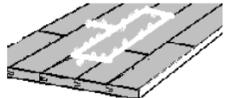
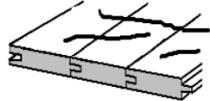
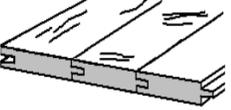
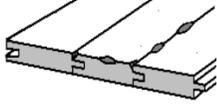
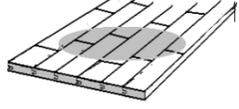
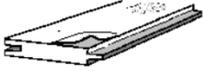
Please describe briefly, How was the floor fitted?	
Were panels acclimatised? If yes, please state where and for how long.	
Type of Subfloor over which flooring was laid eg concrete, ceramic, lino, chipboard, carpet.	
Was a sound reducing underlay used, if yes please state type used.	
Has a Damp Proof Membrane been installed? (Plastic sheet)	
Is underfloor heating fitted, if so please state type i.e. water or electric.	
How much of an expansion gap has been left around the edges of the room/door frames/fixed objects	
Have expansion profiles been used where appropriate? i.e. doorways, archways etc	
Have all panels been staggered correctly (brickbond fasion) by a minimum of 200mm?	
Describe how the floor has been cleaned. Specify all cleaning fluids and equipment used.	

### Drawing of Floor Layout

Please ensure the following is included in your sketch:-

1. Position of all fixed objects i.e. fireplace, walls, units etc & furniture
2. Position of complaint area
3. Position of doorways & all expansion profiles used (if appropriate)
4. Indicate the direction the panels are laid in.
5. Please state measurements of room.

## Possible Faults

Splinters in décor		sqm		Stepping at joint between panels		tolerance to 0,15 mm	sqm
Foreign bodies within the surface		sqm		blistering to edges of panels			sqm
Missing overlay		sqm		Banana form along the joint			sqm
Convex bowing		sqm	tolerance to 0,40 mm	concave bowing		tolerance to 0,30 mm	sqm
Displacement of pattern		sqm	tolerance to +/- 3 mm	Wear			sqm
Lifting of total floor		sqm		scratches built over several panel			sqm
Scratches on single panel		sqm		chipping to laminate surfaces			sqm
Variation in gloss appearance of floor		sqm		variation in colour (several planks)			sqm
Open joints on the length		sqm	tolerance to 0,20 mm	Open joints on the width		tolerance to 0,20 mm	sqm
Open joints along the length and width		sqm	tolerance to 0,20 mm	loosen laminate (on edge / centre)			sqm
Panel edges not square		sqm	tolerance to <0,20 mm	Other fault, please state			sqm